



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

“...always looking for great talent...”

“As the #1 Retailer in Home Improvement, 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

How to find GREAT workers for your business

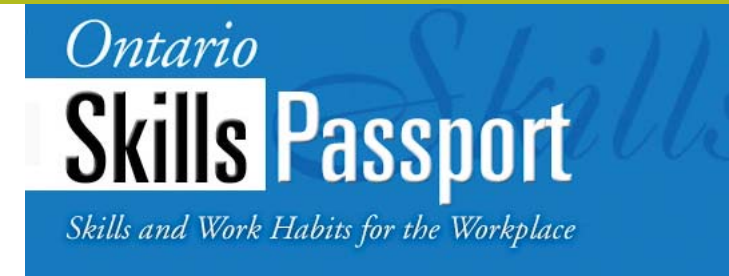


Ontario
Skills Passport

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

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

(Legal and contact info)



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 Skills 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, 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 these skills.

The 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 employers, job seekers and learners a clear way to describe and understand what is needed for the job.

For example, in recruiting employees, you can use the Essential Skills and work habits described in the OSP to prepare a help wanted ad:

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**.

Learners and job seekers can understand your job ad because it uses the OSP Essential Skills and work habits descriptions which are being used in schools and training programs across Ontario. By using the same job skill language, employers and job seekers can quickly decide if a job is the "right fit."

The **OSP Occupational Profiles** provide the right words to use in a writing a job description or conducting a job interview. These profiles describe the workplace tasks performed and the Essential Skills required by experienced workers in over 200 different occupations. This information can help you focus on what the job requires and what you are looking for in a *worker just entering this job for the first time.*



The OSP helps you train and evaluate workers

In addition, once on the job, you can use **OSP Work Plans** to record a worker's Essential Skills and work habits and to provide constructive feedback and performance reviews. OSP Works 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		Skills and Work Habits for the Workplace	
Skills and Tasks			
<small>Skill levels are assigned to workplace tasks: Level 1 tasks are the least complex and level 4/5 tasks are the most complex.</small>			
Name: Sample OSP Work Plan			
NOC Code:	6421	Occupation:	Retail Sales Associates
Oral Communication			
Tasks Performed			Check if demonstrated
select customers and make a 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.(3)			<input type="checkbox"/>
reassure customer about the suitability of the purchases they have made and of the ease of accessing post-sales service.(3)			<input type="checkbox"/>
Money Math			
Tasks Performed			Check if demonstrated
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			
Tasks Performed			Check if demonstrated
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 exchange.(2)			<input type="checkbox"/>
decide how to adjust a display planogram to the unique circumstances of the store.(3)			<input type="checkbox"/>
Other tasks			
Tasks Performed			Check if demonstrated
			<input type="checkbox"/>

The OSP helps work placements be more productive

Work placements are a great way for learners and job seekers to demonstrate their Essential Skills and work habits and gain real-world experience. Work placements, including co-operative education placements, can also give employers a head start in *finding the right talent!*

What's more, the Ontario Skills Passport can help learners, job seekers and new workers be productive right away by helping you spell out exactly what you expect of them with easy-to-understand descriptions of the tasks involved in the job.

The OSP is ready for you right now – why not check it out today

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, just 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>