

Additional Questions

Reading Assessment:

- Read and understand simple texts, such as product labels and emails or memos
- Read and understand written instruction such as work orders
- Skim lengthier text for meaning and key ideas
- Identify relevant information in text
- Refer to manuals for information
- Analyze and integrate information from several sources
- Refer to manuals on how to complete work tasks
- Read and understand complex texts such as company policy and training manuals

Document Use:

- Find information in a document
- Enter information into a simple form or chart, such as checklists and overtime forms
- Understand simple charts, graphs or drawings such as phone lists or hazardous materials labels
- Create charts or graphs, such as work schedules or production reports

Numeracy:

- Perform simple calculations, such as addition or subtraction
- Perform complex calculations such as multiplication or division
- Perform complex multi-step operations such as calculating averages or percentages
- Convert numbers from one unit of measurement to another such as inches to feet or Canadian dollars to U.S. dollars
- Perform financial transactions, such as setting cash payments or preparing bills
- Measure quantities
- Plan or monitor schedules and/or budgets
- Make estimations when values are unknown, such as the amount of time required to complete a task

Writing:

- Write brief text that is less than a paragraph, such as log entries or reminder notes
- Write text that is a paragraph or longer, such as memos or letters
- Write text using correct grammar and spelling
- Write text with a clear purpose, such as to inform or request information
- Write informal text intended for familiar audiences, such as notes to co-workers

Oral Communication:

- Seek information by asking clear questions
- Express and use various types of oral communication such as, in person, or by phone
- Use proper grammar and pronunciation when speaking
- Adapt tone, vocabulary, and body language to different situations and audiences
- Communicate information clearly and concisely, such as leaving detailed telephone messages
- Understand information that is presented orally, such as detailed work instructions
- Communicate comfortably with a wide variety of audiences, such as customers or supervisors.
- Express personal opinions and participate in group discussions

Thinking:

- Recognize and identify problems
- Identify reasonable options to address a problem
- Evaluate options and choose the best course of action when confronted with a problem or a decision
- Assess the effectiveness of a solution and make adjustments when needed
- Make reasonable assumptions when information is unavailable
- Find and apply relevant information required to complete a work task
- Organize work tasks effectively, according to level of priority
- Memorize information required for different job tasks
- Use previous experiences to help solve new problems and make new decisions

Computer Use:

- Use different forms of technology
- Perform basic interactions with a computer such as logging in or printing a file
- Use word processing software to perform tasks such as entering or organizing data
- Use databases to perform tasks such as finding and verifying information
- Use company specific software
- Use the Internet to perform tasks such as searching for information
- Use computer skills to increase the efficiency and/or the quality of work