

# **Levelled Essential Employability Skills (EES) Outcomes**

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## **Ontario College Certificate**

### *Communication*

Skill areas to be demonstrated by graduates: reading, writing, speaking, listening, presenting and visual literacy.

*1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.*

- use existing guidelines, to plan, organize, and present communication according to purpose and audience.
- ensure that message conforms to the conventions of a format (e.g. letter, report, care plan).
- follow models to organize messages in patterns linked to purpose and situation (e.g. organize good and bad news messages differently, convey purpose in opening paragraph, present sections of a report in logical order).
- use an acceptable and consistent style, tone, and vocabulary throughout the message.
- revise a message, adjusting for errors in content and mechanics (e.g. spelling, sentence structure).
- use and respond to appropriate verbal, non-verbal, and visual signals.

*2 Respond to written, spoken, or visual messages in a manner that ensures effective communication*

- use established strategies to read, listen and observe effectively (e.g. note-taking, skimming, asking for clarification).
- present an accurate spoken or written report of what has been read, heard and/or observed.
- examine the material used to support claims, distinguishing between fact and opinion.
- follow instructions to complete tasks, making use of the messages received.
- employ effective listening, visual and reading skills to gather feedback about one's communication.

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### *Numeracy*

Skill areas to be demonstrated by graduates: understanding and applying mathematical concepts and reasoning, analyzing and using numerical data, and conceptualizing.

#### 3. *Execute mathematical operations accurately.*

- apply common mathematical terms, facts, methods, procedures, concepts, and principles in an accurate manner to simple problems and routine situations
- observe and record data using pre-determined methods, tools, and technology.
- use calculators or other designated technological tools to perform calculations, estimates, and measurements precisely.
- link verbal problems to required mathematical operations.
- decide what needs to be measured or calculated.

### *Critical Thinking and Problem Solving*

Skill areas to be demonstrated by graduates: analyzing, synthesizing, evaluating, decision making and creative and innovative thinking.

#### 4. *Apply a systematic approach to solve problems.*

- distinguish between fact and opinion in a problem-solving situation.
- recognize or anticipate simple problems and apply given strategies in routine situations.
- solve simple problems providing a rationale for solution.

#### 5. *Use a variety of thinking skills to anticipate and solve problems.*

- identify at least two thinking skills used to anticipate and solve problems.

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### *Information Management*

Skill areas to be demonstrated by graduates: gathering and managing information, selecting and using appropriate tools and technology for a task or a project, computer literacy and internet skills.

6. *Locate, select, organize, and document information using appropriate technology and information systems.*

- follow guidelines to gather and select the appropriate information from a prescribed list of sources, including the Internet, to meet the purpose of the message.
- document, using correct documentation format, sources of information.
- follow guidelines to use a computer for storage and retrieval of electronic information.
- follow guidelines for using an established protocol to manage sensitive documents with security and confidentiality in an electronic environment.

7. *Analyze, evaluate and apply relevant information from a variety of sources.*

- use given criteria to evaluate information obtained and use information to take action.
- use given technology and tools to analyze and evaluate information.
- summarize and present information drawn from a prescribed list of sources.

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### *Interpersonal*

Skill areas to be demonstrated by graduates: team work, relationship management, conflict resolution, leadership and networking.

8. *Show respect for the diverse opinions, values, belief systems, and contributions of others.*

- treat others equitably and fairly within established guidelines.
- link one's own values and beliefs to actions and decisions.
- acknowledge contributions made by others.

9. *Interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals.*

- list the common roles/tasks needed for any team to function effectively.
- fulfill the role of an effective team member.
- follow given guidelines to contribute to the work of a team.

### *Personal*

Skill areas to be demonstrated by graduates: managing self, managing change and being flexible and adaptable, engaging in reflective practices and demonstrating personal responsibility.

10. *Manage the use of time and other resources to complete projects.*

- use established planning tools to achieve goals.
- use identified resources efficiently to accomplish the task.
- recognize the impact changes in the environment may have on one's ability to accomplish the task.

11. *Take responsibility for one's own actions, decisions, and consequences.*

- review the results of one's actions and self evaluate performance.
- identify and act on constructive feedback.
- function within given guidelines that identify rights and responsibilities of self and others