

Levelled Essential Employability Skills (EES) Outcomes

Ontario College Diploma

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.

- plan, organize, and present communication according to purpose and audience.
- choose format appropriate to purpose (e.g. memo, video, personal interview).
- use strategies to convey conventional organizational pattern to audience (e.g. transitional phrases, summaries, overviews).
- select and use style, tone, and vocabulary appropriate to a message, its situation, and its audience.
- revise to improve structure, tone, content, and ensure that material is free from mechanical errors.
- use and respond to appropriate verbal, non-verbal, and visual signals, and match non-verbal and visual signals to content of messages.

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

- develop and use strategies to read, listen, and observe effectively in order to meet the specific purpose (e.g. skimming, highlighting, writing down complex verbal instructions).
- reframe original message in other formats to reflect content, proportions, and emphasis of original (e.g. written and spoken summaries, tables, diagrams, photographs and computer-generated graphics).
- distinguish between main and supporting points accurately to summarize or restate key points.
- react appropriately to information (e.g. complete a work order, install equipment, prepare brief, make a decision).
- employ effective listening, visual, and reading skills to gather feedback and to confirm that message has been received and understood.

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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 a variety of problems and situations.
- observe, record, and analyze data using pre-determined methods, tools, and technology.
- select the appropriate measurement tools, calculate and verify calculations, estimates, and measurements for precision.
- translate verbal material into formulas.
- 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.

- analyze facts, opinions and inferences in a problem-solving situation.
- evaluate and choose problem solving models appropriate to a particular context.
- evaluate one's own problem solving process for biases.

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

- analyze a novel situation for potential causal factors and devise and apply several innovative strategies for solution.
- analyze one's own creative thinking process, identify blocks and create strategies to deal with them.

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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.*

- gather and select appropriate information independently from a variety of sources, including the Internet, to meet the needs of the situation, the audience, and the time frame.
- document, using correct documentation format, sources of information.
- use a computer independently for storage and retrieval of electronic information.
- use an established protocol independently to manage sensitive documents with security and confidentiality in an electronic environment.

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

- evaluate information independently and use information to take action.
- choose appropriate technology and tools to analyze and evaluate information.
- integrate, reframe, introduce, and explain the information to meet the needs of the message and audience.

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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.*

- contribute one's own ideas, opinions and information while demonstrating respect for those of others.
- employ techniques intended to bring about the resolution of conflicts.
- solicit and acknowledge contributions and opinions of others.
- establish and maintain rapport with peers and coworkers.

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

- compare the roles and tasks of group or team members in a variety of contexts and situations.
- fulfill a variety of roles in a team including team coordinator for stable teams with identified goals.
- adapt strategies to accomplish team tasks and goals

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.*

- monitor the process and goals and respond to change.
- allocate the use of resources efficiently to accomplish tasks.
- reflect on processes and practices used and identify how they can be adapted in a changing environment.

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

- explain/justify decisions made and actions taken.
- use an ethical decision-making model to resolve ethical issues.
- accept accountability for one's own decisions, actions and subsequent consequences.