

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

---

## **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.

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

## **Ontario College Certificate**

### *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.

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

## **Ontario College Certificate**

### *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.

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

## **Ontario College Certificate**

### *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

# **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.

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

## **Ontario College Diploma**

### *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.

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

## **Ontario College Diploma**

### *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.

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

---

## **Ontario College Diploma**

### *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.



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

## **Ontario College Advanced 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, which is innovative, accurate, and relevant, to respond to the needs, purposes, and skills of a variety of audiences.
- choose the appropriate format from a wide range (e.g. web page, news story, script, professional journal article).
- use a wide variety of organizational patterns to achieve purpose and meet needs of audience (e.g. create suspense, create an executive summary).
- select and use a range of stylistic techniques to achieve desired results.
- revise own and others' work to polish structure, tone, content, and sentences.
- interact with audience through a range of verbal, visual, and non-verbal signals, and guide others to identify and act on these signals.

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

- draw on a wide range of strategies to read and listen as accurately and efficiently as the situation and purpose demand.
- reframe messages accurately and in a variety of formats to fulfill a number of different purposes, and evaluate representations for consistency of meaning.
- recognize emphasis and purpose of message, distinguishing between main and subordinate ideas.
- seek feedback on message and delivery, in a variety of ways, and act appropriately on it

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

## **Ontario College Advanced Diploma**

### *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 a wide variety of mathematical terms, facts, methods, procedures, concepts, and principles in an accurate manner to solve complex problems and make decisions.
- observe, record, analyze, and evaluate the relevancy and adequacy of the methods, tools, and technology.
- determine the degree of precision required for calculations, estimates, and measurements and perform appropriate calculations.
- 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 and evaluate elements in a problem-solving situation and create, apply and evaluate logical solutions to those problems.
- create and evaluate problem solving models to be applied in a variety of contexts.
- evaluate how one's own values, assumptions, and biases affect one's problem solving process.

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

- evaluate a complex decision-making situation and devise, apply and evaluate several possible innovative solutions.
- evaluate one's own creative thinking process, identifying causes of blocks and potential strategies for overcoming them.

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

## **Ontario College Advanced Diploma**

### *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.*

- develop and use a research plan to identify appropriate information from a wide range of sources, including the Internet, and perform an extensive search to achieve a specific desired result.
- document sources using correct documentation format and explain the unique contribution of each source of information.
- use a computer independently for storage and retrieval of electronic information.
- develop a procedure 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 and direct others.
- choose appropriate technology and tools to analyze and evaluate information.
- evaluate, integrate and reframe information in a variety of formats to meet the needs of audiences and situations and provide the audience with a detailed framework for interpreting information.

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

## **Ontario College Advanced Diploma**

### *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.*

- identify situations that can influence fair treatment of others and recommend/implement changes to ensure equity.
- employ techniques intended to bring about the resolution of conflicts.
- anticipate situations likely to generate conflict and plan appropriate strategies to manage.
- advocate for others when their rights are affected.

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

- match the composition of groups or teams to an analysis of required tasks and team resources.
- lead groups and teams in dynamic situations.
- assume accountability for self and others in achieving the outcomes for 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.*

- define reasonable and realistic goals.
- monitor progress and use of resources, and anticipate future needs and possible changes to allocation of resources, to ensure work stays on schedule.

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

- evaluate outcomes against goals and determine ways to increase efficiency and effectiveness.
- select and use an ethical decision-making model to resolve ethical issues.
- accept accountability for one's own decisions, actions and subsequent consequences.