



People • Partnerships • Knowledge

Skills and Employment

Essential Skills

Document Use Indicator

A Guide for Employers

This tool can be used by employers to learn more about the Document Use skills of their employees. It gives an indication of skill levels by providing examples of Level 1 and Level 2 assessment questions. Using this tool allows employers to:

- obtain useful information about the skills employees bring to the workplace;
- identify current employees' training needs; and
- improve workplace training to target specific skill areas for improvement.

The questions duplicate actual workplace tasks performed in a variety of occupations but they **do not** require specialized knowledge to be correctly answered.

Instructions:

1. Ensure that employees read and understand the instructions prior to completing the Indicator.
2. Detach the *Correction Sheet* from the questions section.
3. Set a time limit for employees to complete the Indicator. Typically, it should take no more than 20 minutes to complete.
4. Mark the Indicator using the *Correction Sheet*, awarding one mark for each correct answer. Do not award partial marks.

Helpful Tips:

- Employers may want to give employees the opportunity to self-administer and mark the tool.
- Scores should always be kept confidential.
- Indicators are also available for other Essential Skills.
- If employees do not obtain at least a Level 2 on the Indicator, you may want to consider offering training and support to improve Document Use skills.

Important Note:

Administering this tool to employees will provide an **indication** of their skill levels. It should **not** be considered an assessment tool. The Indicator is meant to be a training tool that can be used to help you identify skills that may require upgrading in the workplace.

For additional questions or more information on Essential Skills, visit hrsd.gc.ca/essentialskills.

Document Use Indicator

A Guide for Employees

The Essential Skills Document Use Indicator is a tool designed to help you better understand your Document Use skills. It consists of 10 examples of assessment questions to give you an **indication** of your skill level. The first 5 questions are easier (Level 1) and the next 5 are slightly more difficult (Level 2).

Essential Skills levels range from Level 1 (basic) to Level 4/5 (advanced). You can use the Indicator to help identify if Document Use is an area where you might need some additional training. Improving your skills can help you perform your job more effectively or prepare for a career change.

The questions in the Indicator are based on actual document use tasks performed in the workplace. You **do not** need specialized knowledge to answer any of the questions.

Some questions require limited use of other skills. For example, you have to use Reading skills to understand a Document Use question.

Instructions:

1. Allow yourself no more than 20 minutes to complete the Indicator.
2. Write your answers directly on the Indicator in the space provided.
3. If you are marking your own Indicator, use the *Correction Sheet* provided at the back. Give yourself one point for each correct answer. Do not give yourself partial marks.

Helpful Tips:

- If you do not know the answer to a question, skip it and move on to the next question. You can always come back to it later.
- Use the Indicator to help identify areas in which you may need skills upgrading.
- Indicators are also available for other Essential Skills.
- If you did not achieve at least a Level 2 on the Indicator, you may want to consider upgrading your Document Use skills.

For additional questions or more information on Essential Skills, visit hrsdc.gc.ca/essentialskills.









Document Use Indicator

LEVEL 1

Question # 1

Which symbol represents corrosive material?

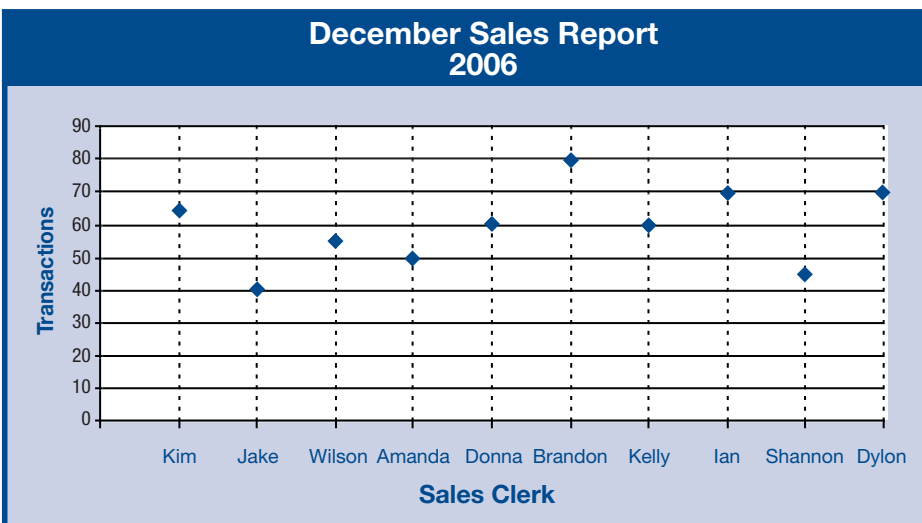
Circle or underline your answer in the hazardous materials table below.

HAZARDOUS MATERIALS			
 <p>CLASS A Compressed Gas</p>	 <p>CLASS B Flammable and Combustible Material</p>	 <p>CLASS C Oxidizing Material</p>	 <p>CLASS D-1 Poisonous and Infectious Material (material causing immediate and serious effects)</p>
 <p>CLASS D-2 Poisonous and Infectious Material (material causing other toxic effects)</p>	 <p>CLASS D-3 Poisonous and Infectious Material (biohazardous infectious material)</p>	 <p>CLASS E Corrosive Material</p>	 <p>CLASS F Dangerously Reactive Material</p>

Question # 2

Which sales clerk recorded the highest number of transactions for the month of December?

Circle or underline your answer in the graph below.



Question # 3

What is Rodney Walsh's new apartment number?

Circle or underline your answer in the address notice below.

Change of Address Notice	
Personal Information	
Last Name: Walsh	First Name: Rodney
Previous Address	
Street Number: 1553	Street Name: Queen
Apartment Number: 1002	City: Windsor
Province: Ontario	Postal Code: K1J 8G3
New Address	
Street Number: 208	Street Name: Beechwood
Apartment Number: 19	City: Windsor
Province: Ontario	Postal Code: K1J 5P3

Question # 4

What is the price of a one-hour massage for a part-time student?

Circle or underline your answer in the price list below.

Sunlight Wellness Centre					
Physiotherapy Price List			Massage Therapy Price List		
Status	Visit	Price (\$)	Status	Visit	Price (\$)
Full-time student	First visit	60.50	Full-time student	Thirty minutes	28.25
	Following visits	40.95		One hour	39.99
Part-time student	First visit	65.25	Part-time student	Two hours	59.99
	Following visits	49.99		Thirty minutes	32.15
Adult	First visit	69.99	Adult	One hour	44.50
	Following visits	60.50		Two hours	64.50
Employee	All visits	35.00	Employee	Thirty minutes	35.97
				One hour	47.50
				Two hours	59.99
			Employee	Thirty minutes	15.00
				One hour	27.25
				Two hours	42.75

Question # 5

What is the phone number for customer service at H&E Wood Inc.?

Circle or underline your answer in the sales slip below.

INVOICE H&E Wood Inc.		
SHIP TO		BILL TO
Wood Experts Inc. 898 Truro Avenue Fredericton, NB 506-555-4885 Customer ID BBE4456		Wood Experts Inc. 898 Truro Avenue Fredericton, NB 506-555-4885
ORDER DATE		ORDER NUMBER
August 1, 2006		239
ITEM NUMBER	DESCRIPTION	QUANTITY
WT-05-338	Hardwood	12
AF-05-897	Ironwood	8
WT-06-112	Carpathian Elm	6
BJ-07-389	Unedged Timber	20
CF-05-349	Roundwood Logs	7
Please contact customer service at 506-555-6000 with any questions or comments. Thank you for your order!		

LEVEL 2

Question # 6

Look at the paycheques below.

Complete the missing information in the chart.

	Cheque Number 1014 Date: December 29, 2006
Pay to the order of: Sarah Brown	\$ 1495.00
One thousand four hundred and ninety-five dollars.....	XX /100 DOLLARS
MEMO: Employee ID 65087	

	Cheque Number 1147 Date: December 29, 2006
Pay to the order of: Daniel Spencer	\$ 1305.00
One thousand three hundred and five dollars.....	XX /100 DOLLARS
MEMO: Employee ID 62041	

	Cheque Number 0987 Date: December 29, 2006
Pay to the order of: Karen Green	\$ 1315.00
One thousand three hundred and fifteen dollars.....	XX /100 DOLLARS
MEMO: Employee ID 64623	

	Cheque Number 1359 Date: December 29, 2006
Pay to the order of: Dave Campbell	\$ 1256.00
One thousand two hundred and fifty-six dollars.....	XX /100 DOLLARS
MEMO: Employee ID 52369	

Financial Report December 2006

Employee ID	Cheque Number	Amount (\$)
64623	0987	1315.00
65087	1014	1495.00
52369	1359	
	1147	1305.00

Question # 7

How many bandsaw gears were shipped?

Circle or underline your answer in the packing slip below.

Packing Slip

Prov Acop Inc.
846 McCrimmon Cres.
Whitehorse, YT
Phone: 867-555-5654
Fax: 867-555-5655

ORDER DATE	September 29, 2006	PACKAGING DATE	October 12, 2006
ORDER NUMBER	34567	CUSTOMER CONTACT	Foundry Department
PURCHASE ORDER	PO9983-1129-03	CUSTOMER ACCOUNT	109
SHIP TO	Metal Ware Inc. Attn: Foundry Department 1234 Main Street Timmins, ON	BILL TO	Metal Ware Inc. Attn: Finance Department 1234 Main Street Timmins, ON

PART NUMBER	DESCRIPTION	UNIT TYPE	NUMBER ORDERED	BACKORDERED (Still to be shipped)	NUMBER SHIPPED
323A7-D892	Bandsaw gears	Set	9	2	7
390D1-J349	Mould 54919	Individual	4	0	4
208R4-Q289	Rubber BBType 00-6	Package	6	3	3
890C4-B299	Metal AG555-06	Package	6	2	4

Comments: Backordered items will be shipped as they become available.
Thank you for your order!

Question # 8

What is the item number of the **least** expensive camera flash?

Circle or underline your answer in the price list below.

ITEM NUMBER	ITEM NAME	PRICE (\$)
1	V3 18-200 mm Super Wide-Angle - Telephoto Lens	999
2	Alma 70-200mm f/2.8L USM Camera Lens	1,199
3	Totto 200mm f/2.8 Camera Lens	1,799
4	Diaz 300MM F4 to 5.6 IS USM EF Telephoto Zoom Lens	699
5	Vershna 10-20mm Wide-Angle Lens	459
6	Totto 10-20mm Wide-Angle Lens	799
7	Vershna 580EX Camera Flash	449
8	Bonata 5600HS Camera Flash	249
9	Diaz Camera Dock 6000	29
10	V3 Camera Dock	49
11	BJ 7900 S-Series Camera Dock	59
12	Totto Ultra Fast AAA Battery Charger	19

Question # 9

Which nursing home resident has high cholesterol?

Circle or underline the name of the resident in the report below.

Personal Information				
Room Number	Resident Name	Age	Gender	Bed Number
B15	Stanford	92	Male	316
B88	Rose	82	Female	389
B36	Fawzi	89	Male	347
A19	Bertha	96	Female	312
A39	Shereen	91	Female	349
A24	Ginette	87	Female	339
A34	Nadia	89	Female	384
A87	Oliver	78	Male	318

Medical Information

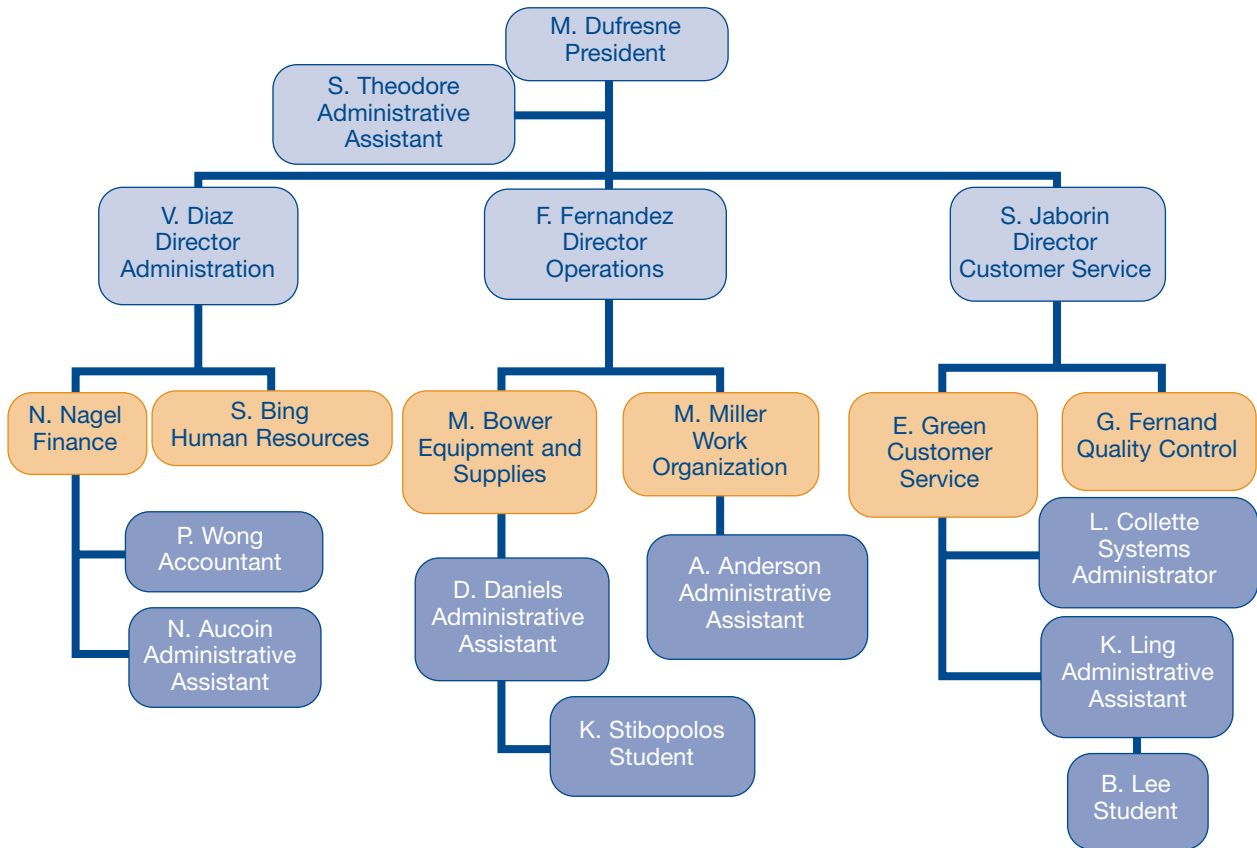
Room Number	Diagnosis	Medical History	Diet Type	Allergies
A19	Alzheimer's	Breast cancer, bladder problems	D	Shellfish
A24	Mobility impaired	Knee operation	D	Soy, fish
A34	Semi-blindness	Head injury	A	
A39	Stroke	Thrombosis	B	
A87	Diabetes	Hypertension, high cholesterol	E	Wheat
B15	Depression	Seasonal affective disorder	A	
B36	Mobility impaired	Anemia	B	
B88	Broken hip	Osteoporosis	C	Peanuts

Question # 10

Who does the student in Customer Service **directly** report to?

Circle or underline your answer in the organizational chart below.

Excel Action Inc. Organizational Chart



Correction Sheet

Marking Guide

- Award one mark for each correct answer, as indicated below.
- Do not award partial marks.
- Add the total score for each level. A score of 3 out of 5 or less in either section may indicate that skills upgrading would be beneficial.

DOCUMENT USE – LEVEL 1

1.



CLASS E
Corrosive Material

2. Brandon
3. 19
4. \$44.50
5. 506-555-6000

TOTAL – LEVEL 1: /5

DOCUMENT USE – LEVEL 2

6.

Employee ID	Cheque Number	Amount (\$)
52369	1359	1256.00
62041	1147	1305.00

7. 7
8. 8
9. Oliver
10. K. Ling

TOTAL – LEVEL 2: /5

