

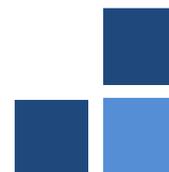
# Waterloo Region

## Literacy Services Planning Statistical Report

**CMSM LBS Program Data and Analysis Report**



October 2015



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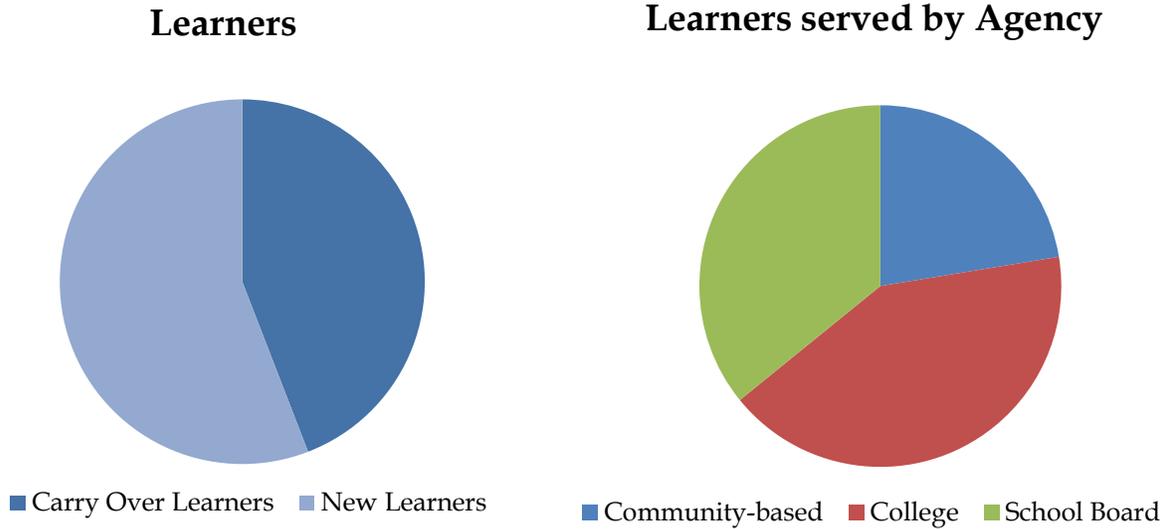
**For information contained in this report, please contact**



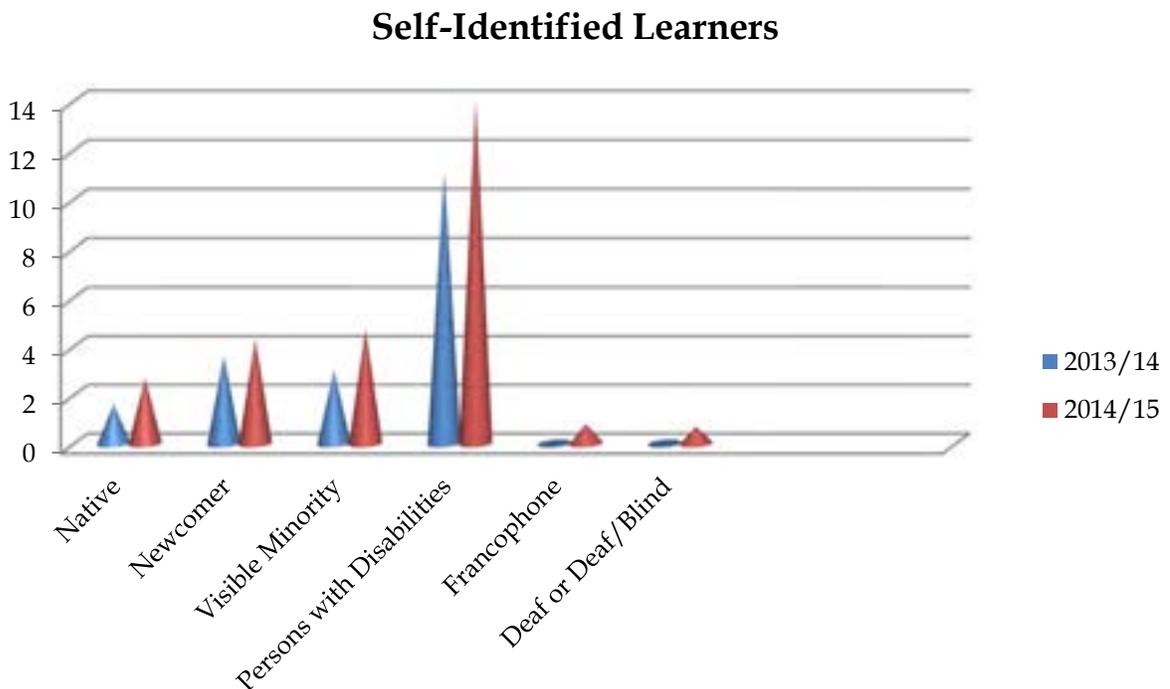
Project READ Literacy Network Waterloo-Wellington  
124 Sydney Street South, 3rd Floor, Kitchener, ON N2G 3V2  
Tel: 519-570-3054  
[www.projectread.ca](http://www.projectread.ca)

## Learners

In 2014/15, Waterloo Literacy Service Planning Agencies served 1004 learners. The majority of learners were from college programs. There were 604 female learners and 400 male learners.



Only 273 of the learners had recognized client status, but there was an improvement in all numbers from 13/14 to 14/15.

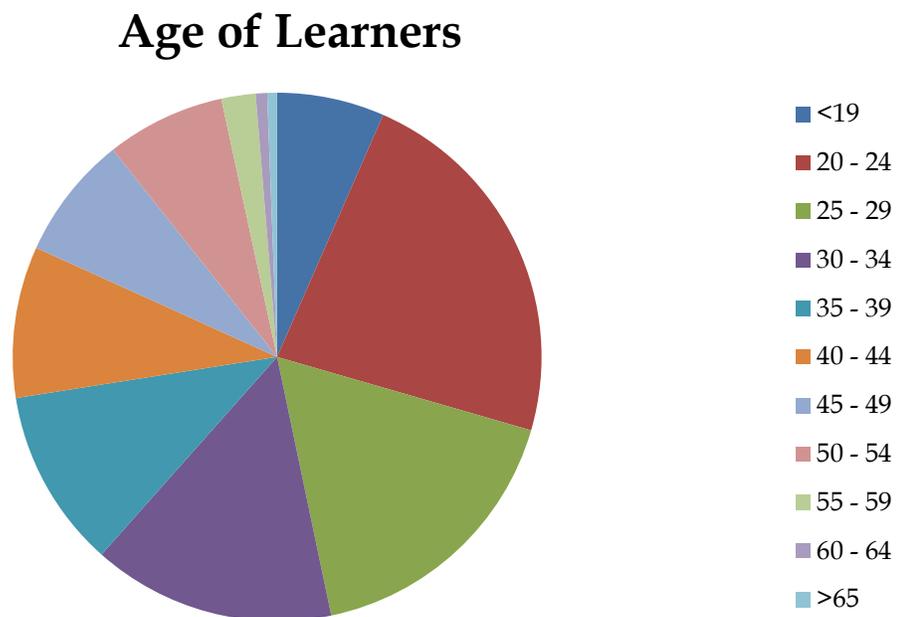


## Age of Learners

The majority of learners were in the 20 - 44 age range at 75.2%.

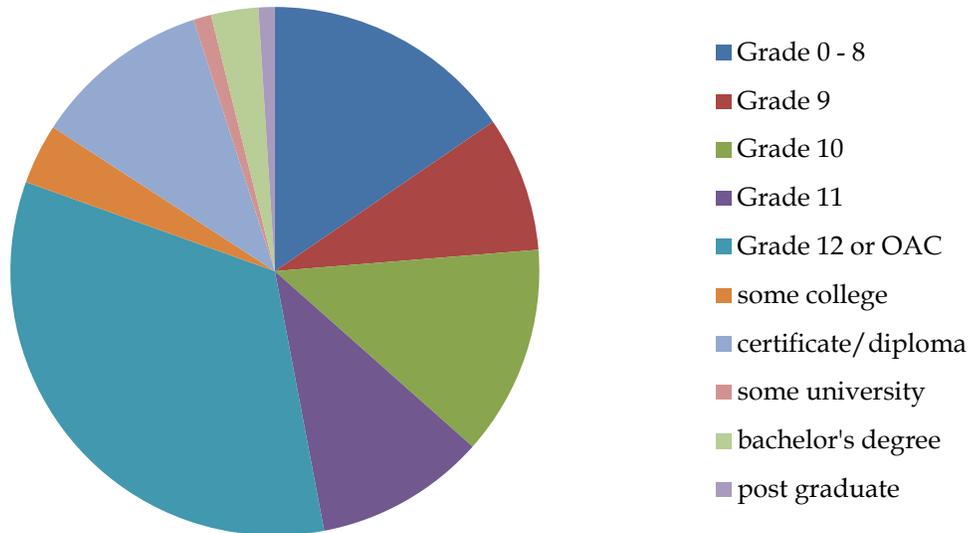
The largest number fell in the 20 - 24 range at 230 learners (22.9%).

The number of learners in the 45 - 64 range dropped by 2.1%, as the trend turns and less older workers are being laid-off.



# Level of Education for Adult Learners in Waterloo programs

## Education Level



Waterloo programs increased the number of learners in their programs with less than a Grade 12 from 2013/14 by 0.2%. However, as the EQAO numbers above show, the largest increase will be with individuals who have a Grade 12, but do not have the math skills to continue on to apprenticeship, post-secondary or employment. The number of individuals with a Grade 12 increased by 1% this year from 2013/14.

It is important to note that having a Grade 12 does not mean an individual does not require upgrading or literacy supports, but for Service Quality Standards the individuals with less than a Grade 12 are given more weight.

## Level of Education of Learners

### EQAO Results:

The largest category for learners was with a Grade 12 or OAC with 336 learners. This is not a surprising trend when comparing it to the increase in youth numbers and the EQAO results.

EQAO results for the most recent year for all public and Catholic high-schools in Waterloo Region show that the Grade 9 Academic students are averaging 82% success when it comes to math results, but for Applied students this number drops to 45%. The majority of these students go on to employment from high school and less than ¼ attend college. This is an obvious reason why we are having more and more requests for math training within our programs. It is also interesting to look at the results for students who participated in the literacy testing in high school. Reviewing the sample test booklets shows the level to be about an Essential Skills 2. To be considered literate in Canada you must be at Level 3. This means that the success rate should be very high considering the results are only for the percentage of the percentage of learners eligible who fully participated in the testing. Only one highschool in Waterloo Region scored over 90% in the most recent year....the lowest was at 65%. The average at all the schools was 82%.

We also compared 3 elementary schools in middle class neighbourhoods with 3 schools in poverty stricken geographic areas. The results are astounding:

#### Grade 3:

##### Middle Class:

Average Class size = 12 students  
Average Reading Level Result = 66%  
Average Writing Level Result = 74%  
Average Math Level Result = 67%

##### Poverty:

Average Class size = 14 students  
Average Reading Level Result = 41%  
Average Writing Level Result = 49%  
Average Math Level Result = 35%

#### Grade 6:

##### Middle Class:

Average Class size = 15 students  
Average Reading Level Result = 75%  
Average Writing Level Result = 72%  
Average Math Level Result = 59%

##### Poverty:

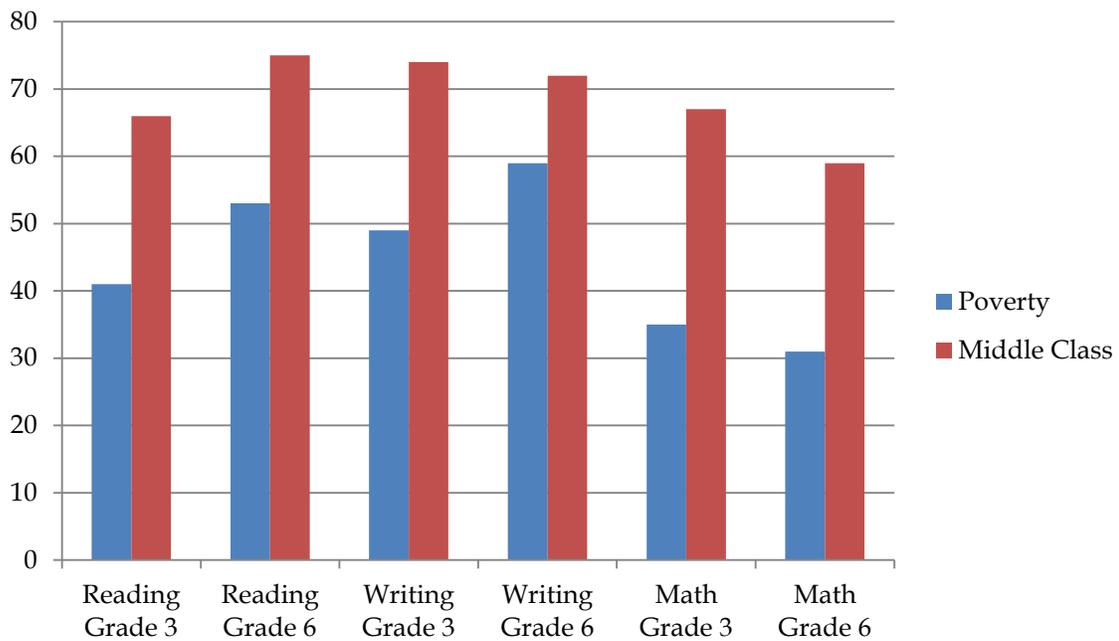
Average Class size = 17 students  
Average Reading Level Result = 53%  
Average Writing Level Result = 59%  
Average Math Level Result = 31%

In Middle Class they increased their reading skills by 9% and in poverty they increased their reading skills by 12%, even with having about 2 more students per class in poverty areas.

In Middle Class they decreased their writing skills by 2% and in poverty they increased their writing skills by 10%.

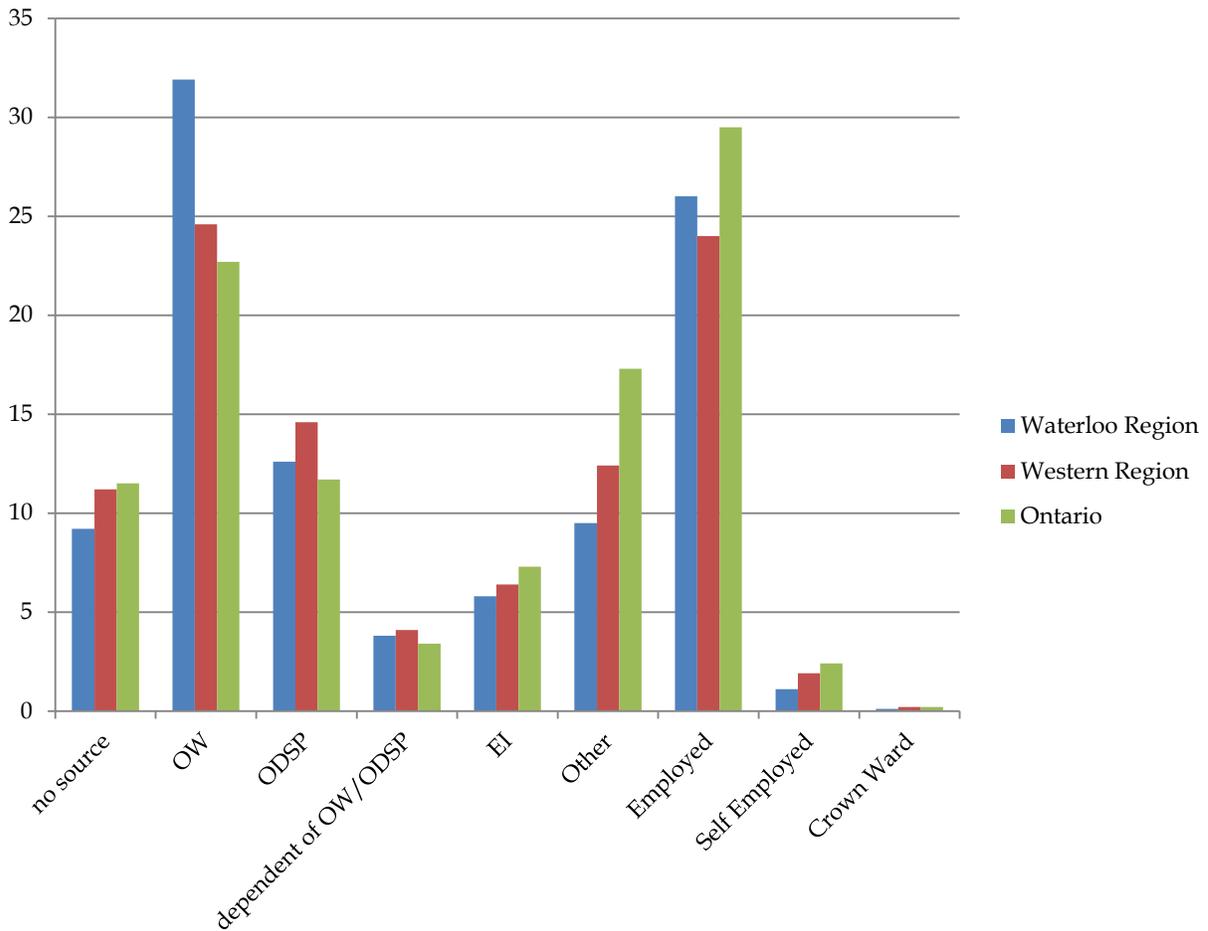
In Middle Class they decreased their math skills by 8% and in poverty they decreased their math skills by 4%.

Math is the all-around weakness for our schools, but by Grade 6 we should be showing higher literacy levels especially if we are learning to read by the age of 8 and then we are reading to learn from there on. These are some of the reasons that our youth numbers are increasing in literacy programs.



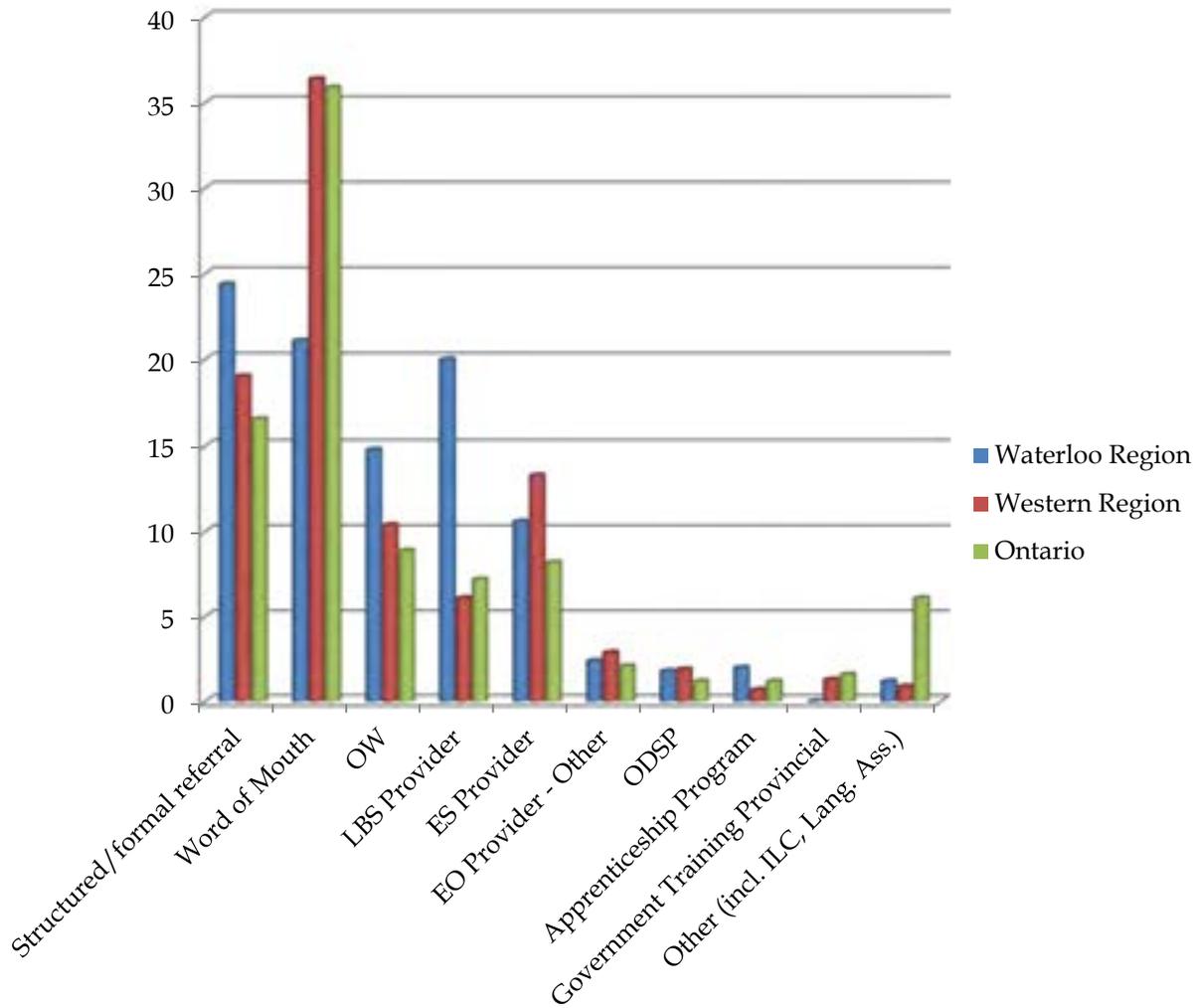
## Source of Income

The majority of our learners (320) report OW as their main source of income. This represents 31.9% of our learners as compared to 24.6% for the Western Region and 22.7% for the province. All percentages across the board have dropped in OW as a direct result of the issue with SAMS.



## Referrals In

Referrals in that are included in the performance management framework increased by 1.9% this year from 2013/14. The chart below shows comparisons to the Western Region and the province.

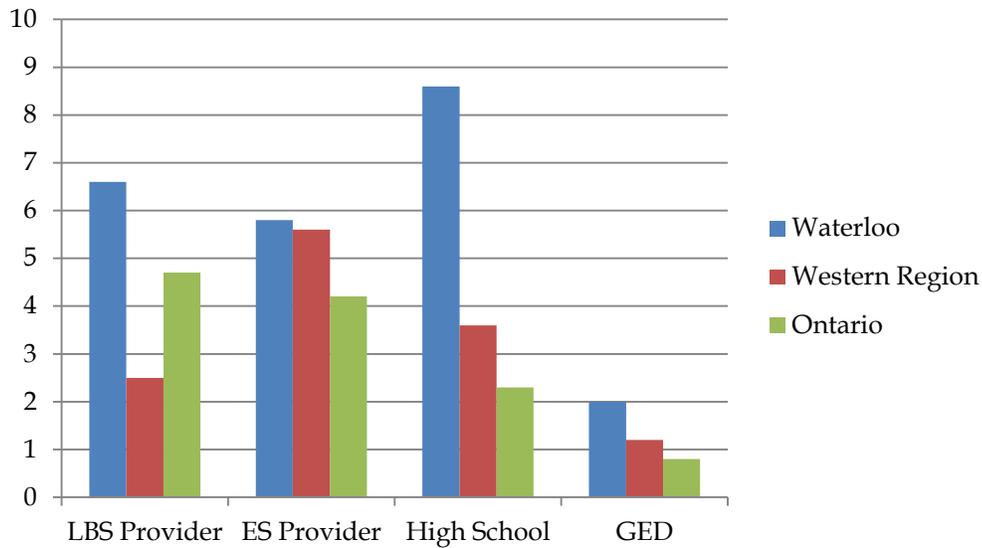


Waterloo Region is the only area where “Structured/formal referral” is higher than “Word of Mouth”. This is a very interesting and unique statistic to the province.

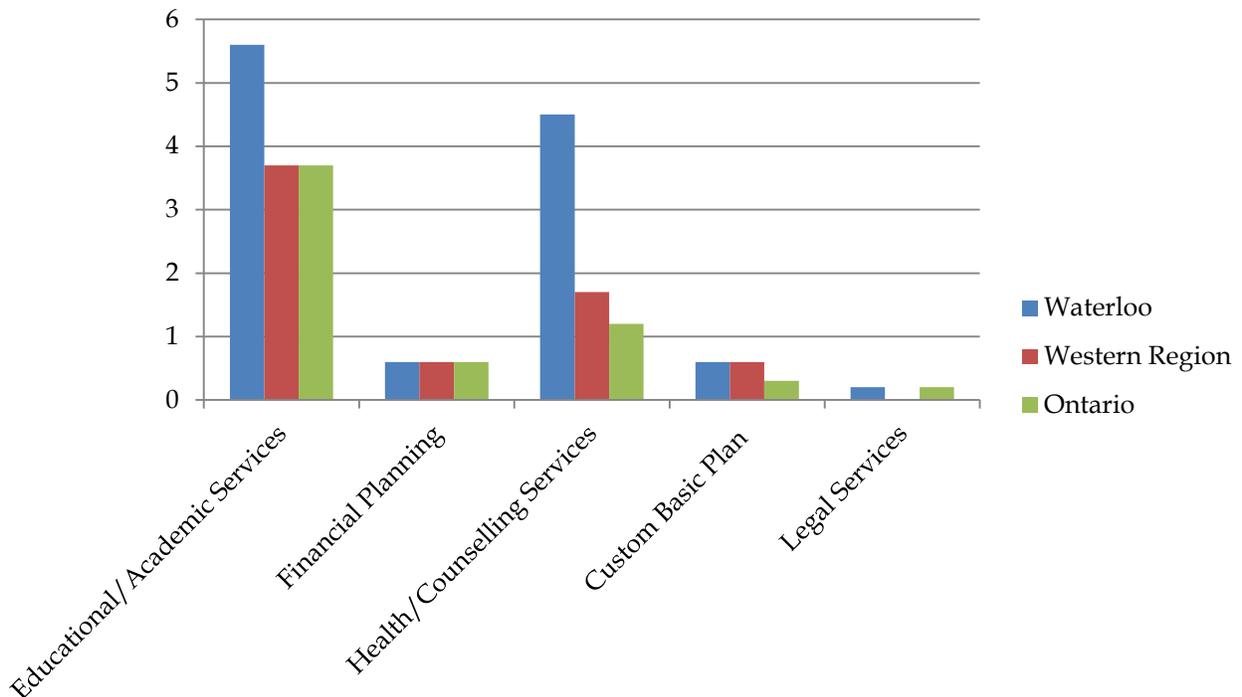
# Referrals Out

Waterloo Region LBS providers had more referrals out to other programs/services (22.9%) and community resources (11.5%) than did the Western Region and the Province.

### Referrals Out to Other Programs/Services



### Referrals Out to Community Resources



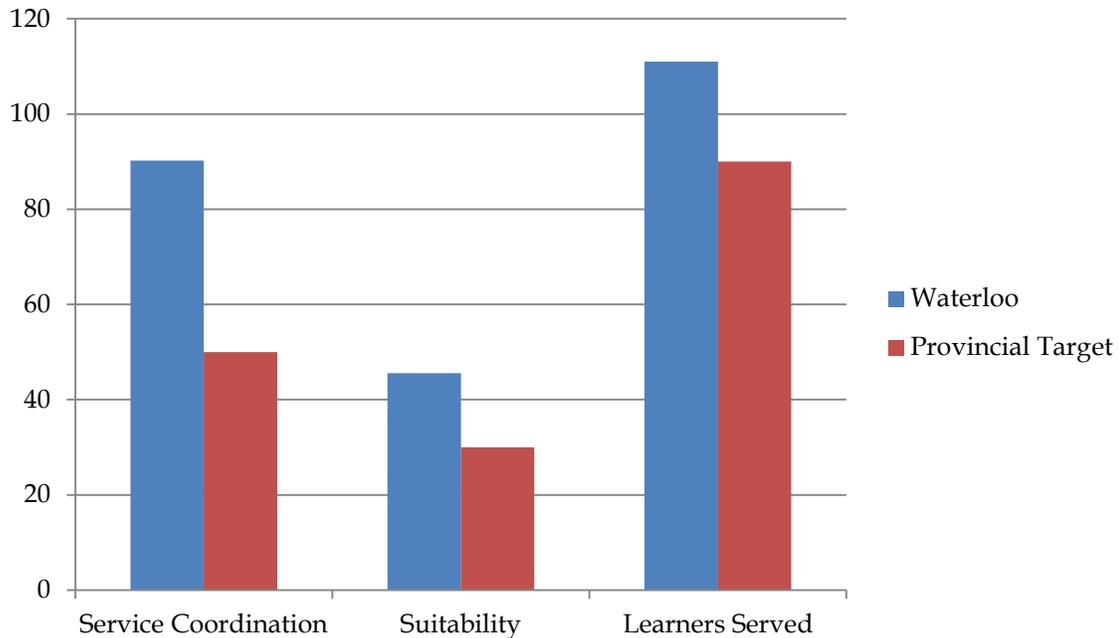
## Regional Estimated SQS:

In using the CMSM statistics we can make some estimates as to a regional SQS for:

Service Coordination

Suitability (this estimate is approximating that each learner that identified an area of suitability, identified 3 areas....this would allow for a very conservative percentage)

Learners Served



### Areas to be worked on

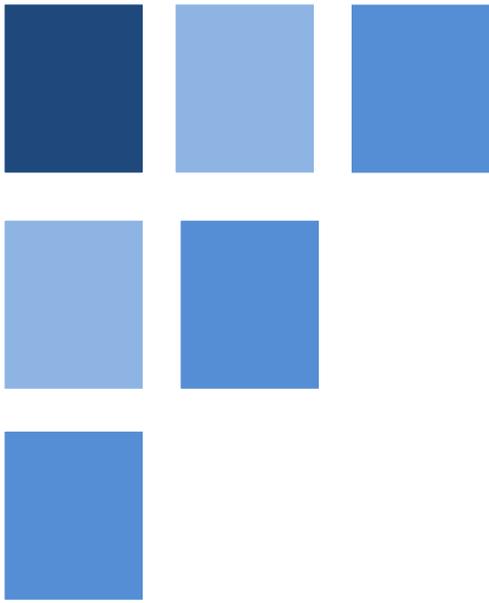
Increasing the number of individuals in our programs aged 45 - 64

Increasing the number of learners in our programs with less than a Grade 12

Continue working with OW as they slowly move out of the SAMS issues to increase our referrals in

Continue working with ES providers for referrals in

Continue working with LBS practitioners on referring out to ES and other community resources



# Appendices

**EQAO – Waterloo Region High Schools – Grade 9 Math Results**

**Total Gr 9 Learners in Applied by WRDSB = 1214; by WCDSB = 427**

**Total Gr 9 Learners in Academic by WRDSB = 3081; by WCDSB = 1065**

School/Bd	Grade 9 Applied					Grade 9 Academic				Academic exceeding applied by % in 12/14
	# of Stud	ESL %	Spec Ed %	10-12/11-13/12/14 % @ or above ON stand.		# of Stud	ESL %	Spec Ed %	10-12/11-13/12/14 % @ or above ON stand.	
WaterlooOxfordDSS/WRDSB (rural)	80	-	38	53/48/58		212	-	5	85/85/86	28%
Elmira DSS/WRDSB (rural)	96	4	21	75/79/80		185	1	8	90/91/91	11%
Waterloo CI/WRDSB (Waterloo)	39	3	38	35/38/46		203	11	5	90/90/89	43%
Sir JA MacDon. SS/WRDSB (Waterloo)	48	8	42	57/55/51		248	6	8	91/91/90	39%
Bluevale CI/WRDSB (Waterloo)	45	-	56	52/52/48		226	2	8	91/89/90	42%
Southwood SS/WRDSB (Cambridge)	58	-	40	36/37/37		140	-	8	79/80/79	42%
Preston HS/WRDSB (Cambridge)	102	1	45	46/42/44		149	1	4	87/86/84	40%
Jacob Hespeler SS/WRDSB (Cambridge)	70	-	33	39/47/45		148	3	7	78/79/82	37%
Glenview Park SS/WRDSB (Cambridge)	64	2	17	45/47/45		98	2	2	73/75/77	32%
Galt C & VI/WRDSB (Cambridge)	59	19	36	28/25/22		147	5	5	83/84/85	63%

School/Bd	Grade 9 Applied				Grade 9 Academic				Academic exceeding applied by % in 12/14
	# of Stud	ESL %	Spec Ed %	10-12/11-13/12/14 % @ or above ON stand.	# of Stud	ESL %	Spec Ed %	10-12/11-13/12/14 % @ or above ON stand.	
Eastwood CI/WRDSB (Kitchener)	123	19	33	25/27/27	188	14	10	75/76/74	47%
K-W C & VS/WRDSB (Kitchener)	67	-	46	44/33/37	210	<1	13	87/88/87	50%
Huron Heights SS/WRDSB (Kitchener)	77	3	36	46/45/47	216	1	6	82/78/77	30%
Grand River CI/WRDSB (Kitchener)	98	3	42	40/46/54	207	1	4	85/91/87	33%
Forest Heights CI/WRDSB (Kitchener)	95	28	35	24/30/31	183	9	8	75/78/77	46%
Cameron Heights CI/WRDSB (Kitchener)	93	4	39	32/34/35	348	3	5	81/79/81	46%
St. David Cath. SS/WCDSB (Waterloo)	57	-	60	41/36/50	184	2	12	77/77/79	29%
St. Benedict Cath SS/WCDSB (Cambridge)	88	-	49	41/41/45	250	-	6	76/76/76	31%
Mon. Doyle Cath SS/WCDSB (Cambridge)	79	4	33	29/34/36	143	1	6	79/80/78	42%
St. Mary's HS/WCDSB (Kitchener)	129	24	47	40/46/55	293	15	6	78/78/82	27%
Resurrect. Cath SS/WCDSB (Kitchener)	74	1	43	48/49/56	195	6	9	86/85/85	29%

## Waterloo Region High Schools – OSSLT Successes

**WRDSB Number Eligible = 4566; WCDSB Number Eligible = 1578**

School/Bd	# of Stud	Stud participate %	ESL	Spec Ed/ESL with accom %	% of stud that participated fully			% of fully participated studs who were successful		
					10-12	11-13	12-14	10-12	11-13	12-14
WaterlooOxford DSS/WRDSB	301	97	-	15	97	98	98	89	86	86
Elmira DSS/WRDSB (rural)	329	76	15	12	98	96	88	87	87	88
Waterloo CI/WRDSB (Waterloo)	308	95	15	11	94	93	94	89	89	87
Sir JA MacDon. SS/WRDSB (Waterloo)	305	92	3	23	92	92	94	90	89	89
Bluevale CI/WRDSB (Waterloo)	257	96	2	23	96	97	97	88	89	91
Southwood SS/WRDSB (Cambridge)	157	94	-	15	97	96	96	84	84	82
Preston HS/WRDSB (Cambridge)	295	96	-	17	96	95	96	86	87	85
Jacob Hespeler SS/WRDSB (Cambridge)	246	95	2	25	94	94	94	80	78	79
Glenview Park SS/WRDSB	193	96	1	28	91	93	94	74	70	65

School/Bd	# of Stud	Stud participate %	ESL	Spec Ed/ESL with accom %	% of stud that participated fully			% of fully participated studs who were successful		
					10-12	11-13	12-14	10-12	11-13	12-14
(Cambridge)										
Galt C & VI/WRDSB (Cambridge)	228	92	9	6/9	91	92	93	78	77	77
Eastwood CI/WRDSB (Kitchener)	311	89	16	12/19	86	87	89	79	77	76
K-W C & VS/WRDSB (Kitchener)	235	94	3	34	91	92	92	76	76	75
Huron Heights SS/WRDSB (Kitchener)	299	93	2	16	98	98	96	86	85	85
Grand River CI/WRDSB (Kitchener)	339	92	5	22	93	95	94	80	78	79
Forest Heights CI/WRDSB (Kitchener)	293	90	13	4/14	87	89	89	80	80	81
Cameron Heights CI/WRDSB (Kitchener)	470	96	2	14	94	95	96	88	88	86
St. David Cath. SS/WCDSB (Waterloo)	245	93	6	4/16	96	95	94	87	89	88
St. Benedict Cath SS/WCDSB	353	92	13	13/20	95	95	94	82	80	81

School/Bd	# of Stud	Stud participate %	ESL	Spec Ed/ESL with accom %	% of stud that participated fully			% of fully participated studs who were successful		
					10-12	11-13	12-14	10-12	11-13	12-14
(Cambridge)										
Mon. Doyle Cath SS/WCDSB (Cambridge)	250	92	1	24	94	93	92	79	80	81
St. Mary's HS/WCDSB (Kitchener)	423	90	8	3/20	91	90	89	81	82	83
Resurrect. Cath SS/WCDSB (Kitchener)	307	92	2	1/23	96	94	92	88	87	86
Stanford Academy (private school)	13	100	100	100	-	94	97	-	-	13
Virtual High School (private school)	19	95	-	5	76	81	94	69	82	88
Scholar's Hall (private school)	12	100	-	50	88	100	100	60	58	84
Rockway Mennonite Collegiate (private)	69	96	30	32/13	96	96	95	81	77	76

**Poverty Elementary Schools vs. Middle Class Elementary Schools – Literacy Results Grade 3 and 6 – Waterloo Region**

School/Bd	Grade 3												Grade 6											
	# of Stud	ESL %	Spec Ed %	Reading			Writing			Math			# of Stud	ESL %	Spec Ed %	Reading			Writing			Math		
				10-12	11-13	12-14	10-12	11-13	12-14	10-12	11-13	12-14				10-12	11-13	12-14	10-12	11-13	12-14	10-12	11-13	12-14
<b>JohnDarlingPS/WRDSB (middle class)</b>	41	-	20	58	58	65	63	66	73	67	61	61	21	10	43	79	76	74	79	75	72	62	57	57
<b>WestmountPS/WRDSB (middle class)</b>	38	42	24	57	57	56	62	59	58	62	62	58	39	23	18	75	72	70	68	67	62	53	52	50
<b>BrigadoonPS/WRDSB (middle class)</b>	79	14	10	75	75	77	82	86	93	82	81	82	65	-	14	78	80	83	78	80	84	73	73	71
<b>RockwayPS/WRDSB (lower income)</b>	23	22	17	35	38	38	43	49	48	40	38	34	21	33	33	56	50	45	60	48	52	43	36	32
<b>Howard RobertsonPS/WRDSB (lower income)</b>	53	28	40	41	41	38	49	48	40	42	39	32	44	14	39	58	56	57	58	60	66	46	38	31
<b>ARKaufmanPS/WRDSB (lower income)</b>	52	35	15	54	54	47	55	56	60	60	55	41	38	24	8	57	55	58	55	56	59	42	39	30

**CMSM Statistics – Waterloo LSP – 2014/15**

\*W-W makes up 16% of west (down from 18% in 13/14) – however, higher than estimated equal share of 15.8%

\*\*Percentage difference in number of learners from 13/14 to 14/15 = 10.1%↓

Highlights show a continuous improvement number (green = improvement; red=lost ground)

Shows a significant number compared to West or ON (ex. 1.5)

Category	%↑ or %↓ from 13/14	Waterloo (SDC = 905)	West (Waterloo = 9.8% of West)	ON - Anglo(excluding E-Channel)	Waterloo % Comparison WA/West/ON			Diff. in Wat. Actual #'s from 13/14
					Wat 2.6% of ON	West 26.9% of ON		
Total Learners	10.1↓	1004	10246	38102 (43617 with e-channel)				<113>
Carry over Learners		443	4378	16171	44.1	42.7	42.4	<59>
New Learners		561	5868	21931	55.9	57.3	57.6	<54>
Community Agency #	0.4↓	225	2750	11862	22.4	26.8	31.1	<30>
College #	1.1↑	419	4543	15968	41.7	44.3	41.9	<35>
School Board #	0.6↓	360	2953	10272	35.9	28.8	27.0	<48>
Client Status								
<b>-Native</b>	<b>1.1↑</b>	<b>27</b>	<b>607</b>	<b>3612</b>	<b>2.7</b>	<b>5.9</b>	<b>8.3</b>	<b>9</b>
-Newcomer		43	464	2528	4.3	4.5	5.8	3
-Visible Minority		47	424	3180	4.7	4.1	7.3	13
<b>-Persons with Disabilities</b>	<b>2.9↑</b>	<b>141</b>	<b>1549</b>	<b>5285</b>	<b>14.0</b>	<b>15.1</b>	<b>12.1</b>	<b>17</b>
<b>-Francophone</b>	<b>0.8↑</b>	<b>8</b>	<b>333</b>	<b>3027</b>	<b>0.8</b>	<b>3.3</b>	<b>6.9</b>	<b>8</b>
<b>-Deaf or Deaf/Blind</b>	<b>0.7↑</b>	<b>7</b>	<b>118</b>	<b>625</b>	<b>0.7</b>	<b>1.2</b>	<b>1.4</b>	<b>7</b>
Gender								
Male		400	4394	17257	39.8	42.9	36.8	<40>
Female		604	5830	26099	60.2	56.9	59.8	<72>
Undisclosed		0	22	174	0	0.2	0.4	
Age								
<19		66	902	3595	6.6	8.8	8.2	5
20 – 24		230	2463	9541	22.9	24.0	21.9	<46>
25 – 29		173	1539	6497	17.2	15.0	14.9	1
30 – 34		149	1080	4792	14.8	10.5	11.0	<5>
35 – 39		110	890	4024	11.0	8.7	9.2	<7>
40 – 44		93	804	3569	9.3	7.8	8.2	<15>
<b>45 – 49</b>	<b>0.0</b>	<b>76</b>	<b>794</b>	<b>3420</b>	<b>7.6</b>	<b>7.7</b>	<b>7.8</b>	<b>&lt;9&gt;</b>
<b>50 – 54</b>	<b>0.7↓</b>	<b>73</b>	<b>759</b>	<b>3147</b>	<b>7.3</b>	<b>7.4</b>	<b>7.2</b>	<b>&lt;16&gt;</b>
<b>55 – 59</b>	<b>0.9↓</b>	<b>21</b>	<b>517</b>	<b>2153</b>	<b>2.1</b>	<b>5.0</b>	<b>4.9</b>	<b>&lt;13&gt;</b>
<b>60 – 64</b>	<b>0.5↓</b>	<b>7 (E)</b>	<b>246</b>	<b>1253</b>	<b>0.7</b>	<b>2.4</b>	<b>2.9</b>	<b>&lt;6&gt;</b>
>65		6 (E)	252	1626	0.6	2.5	3.7	?
<b>~Over 45 &amp; under 65</b>	<b>2.2↓</b>	<b>177</b>	<b>2316</b>	<b>9973</b>	<b>17.6</b>	<b>22.6</b>	<b>22.9</b>	<b>&lt;44&gt;</b>
Level of Ed with >10 learners								
<b>-grade 0 – 8</b>	<b>1.3↓</b>	<b>155</b>	<b>1483</b>	<b>5295</b>	<b>15.4</b>	<b>14.5</b>	<b>12.1</b>	<b>&lt;32&gt;</b>
<b>-grade 9</b>	<b>2.1↓</b>	<b>83</b>	<b>892</b>	<b>3636</b>	<b>8.3</b>	<b>8.7</b>	<b>8.3</b>	<b>&lt;30&gt;</b>

Category	%↑ or %↓ from 13/14	Waterloo (SDC = 905)	West (Waterloo = 9.8% of West)	ON - Anglo(excluding E-Channel)	Waterloo % Comparison WA/West/ON			Diff. in Wat. Actual #'s from 13/14
<b>-grade 10</b>	<b>1.9↑</b>	<b>129</b>	<b>1469</b>	<b>5478</b>	<b>12.8</b>	<b>14.3</b>	<b>12.6</b>	<b>7</b>
<b>-grade 11</b>	<b>1.5↑</b>	<b>105</b>	<b>1246</b>	<b>4972</b>	<b>10.5</b>	<b>12.2</b>	<b>11.4</b>	<b>4</b>
-grade 12 or OAC		336	2810	10597	33.5	27.4	24.3	<27>
-some college		37	504	3030	3.7	4.9	6.9	<5>
-certificate/diploma		109	1148	5167	10.9	11.2	11.8	<4>
-some university		11	200	1141	1.1	2.0	2.6	<6>
-bachelor's degree		29	322	1817	2.9	3.1	4.2	<4>
-post graduate		10	110	489	1.0	1.1	1.1	<2>
<b>Total learners with &lt;Gr12</b>	<b>0.2↑</b>	<b>472</b>	<b>5090</b>	<b>19381</b>	<b>47.0</b>	<b>49.7</b>	<b>44.4</b>	<b>&lt;51&gt;</b>
Labour force attachment								
-Emp FT		106	1398	6228	0.1			<41>
-Emp PT		178	1504	5969	17.7			<4>
-Self Emp.		12	213	900	1.2			<10>
-FT Student		67	308	2079	6.7			<5>
-PT Student		32	217	1405	3.2			15
-Under Emp		12	225	739	1.2			1
-Unemp		596	6319	24694	59.4			<65>
Source of income								
<b>-no source</b>	<b>1.8↑</b>	<b>92</b>	<b>1143</b>	<b>5032</b>	<b>9.2</b>	<b>11.2</b>	<b>11.5</b>	<b>9</b>
<b>-OW</b>	<b>0.2↓</b>	<b>320</b>	<b>2525</b>	<b>9887</b>	<b>31.9</b>	<b>24.6</b>	<b>22.7</b>	<b>&lt;38&gt;</b>
<b>-ODSP</b>	<b>1.0↑</b>	<b>127</b>	<b>1496</b>	<b>5111</b>	<b>12.6</b>	<b>14.6</b>	<b>11.7</b>	<b>&lt;3&gt;</b>
-dependent of OW/ODSP		38	420	1302	3.8			<6>
-EI		58	657	2788	5.8			8
-Other		95	1269	6593	9.5			<28>
-Employed		261	2458	11243	26.0			<42>
-self employed		11	197	911	1.1			<10>
<b>-Crown Ward</b>	<b>0.1↑</b>	<b>1</b>	<b>19</b>	<b>89</b>	<b>0.1</b>	<b>0.2</b>	<b>0.2</b>	<b>1</b>
Goal Path								
-apprenticeship		137	675	2662	13.6			<11>
-Employment		240	3129	12139	23.9			<87>
-independence		89	1168	5147	8.9			4
-post-secondary		401	3690	16885	39.9			<9>
-secondary school credit		137	1584	6776	13.6			<10>
Top 10 (>10) referred in								
-Other – structured/formal referral		245	1955	7251	24.4	19.1	16.6	<28>
-Informal Word of Mouth/media referral		212	3725	15649	21.1	36.4	35.9	<25>
<b>-OW</b>	<b>3.6↓</b>	<b>149</b>	<b>1062</b>	<b>3898</b>	<b>14.8</b>	<b>10.4</b>	<b>8.9</b>	<b>&lt;56&gt;</b>
<b>-EO LBS Provider</b>	<b>2.4↑</b>	<b>201</b>	<b>623</b>	<b>3148</b>	<b>20.0</b>	<b>6.1</b>	<b>7.2</b>	<b>4</b>
<b>-EO – ES Provider</b>	<b>0.8↑</b>	<b>106</b>	<b>1358</b>	<b>3560</b>	<b>10.6</b>	<b>13.3</b>	<b>8.2</b>	<b>&lt;4&gt;</b>
<b>-EO – EO Service Provider – Other</b>	<b>0.6↓</b>	<b>24</b>	<b>300</b>	<b>902</b>	<b>2.4</b>	<b>2.9</b>	<b>2.1</b>	<b>&lt;9&gt;</b>
<b>-ODSP</b>	<b>0.3↓</b>	<b>18</b>	<b>195</b>	<b>515</b>	<b>1.8</b>	<b>1.9</b>	<b>1.2</b>	<b>&lt;5&gt;</b>

Category	%↑ or %↓ from 13/14	Waterloo (SDC = 905)	West (Waterloo = 9.8% of West)	ON - Anglo(excluding E-Channel)	Waterloo % Comparison WA/West/ON			Diff. in Wat. Actual #'s from 13/14
-EO Apprenticeship Program	2.0↑	20	71	517	2.0	0.7	1.2	20
-Government Training Provincial - Other	0.0		130	698	0.0	1.3	1.6	0
-Other (incl. ILC, lang.ass.)	1.2↑	12	97	2672	1.2	0.9	6.1	12
<b>Total learners referred in from other agencies (bold)</b>	<b>1.9↑</b>	<b>530</b>	<b>3836</b>	<b>15910</b>	<b>52.8</b>	<b>37.4</b>	<b>36.5</b>	<b>&lt;38&gt;</b>
Top 5 referred out to Other Programs/Services								
-EO LBS Provider	0.4↑	66	257	2068	6.6	2.5	4.7	<3>
-EO ES Provider	2.0↑	58	577	1819	5.8	5.6	4.2	16
-High school	5.9↑	86	366	1002	8.6	3.6	2.3	56
-GED	0.8↑	20	121	330	2.0	1.2	0.8	7
-Other – structured/formal referral		0	152	2105	0	1.5	4.8	0
-Government Training Federal – other		0			0	0	0	0
-ILC/Credential Assess.	0.8↑	8			0.8	0	0	8
<b>Total learners referred out to other agencies (bold)</b>	<b>7.5↑</b>	<b>230</b>	<b>1321</b>	<b>5219</b>	<b>22.9</b>	<b>12.9</b>	<b>12.0</b>	<b>58</b>
Referred Out to Community Resources								
Educational/academic services	5.3↑	56	383	1596	5.6	3.7	3.7	53
Financial planning	0.4↑	6	62	248	0.6	0.6	0.6	4
Health/counselling services	4.3↑	45	172	534	4.5	1.7	1.2	43
Custom basic plan item	0.5↑	6	63	126	0.6	0.6	0.3	5
Childcare								0
Housing Services			11		0	0.1		0
Legal Services	0.2↑	2		86	0.2		0.2	2
<b>Total learners referred out to community resources</b>	<b>10.8↑</b>	<b>115</b>	<b>691</b>	<b>2590</b>	<b>11.5</b>	<b>6.7</b>	<b>5.9</b>	<b>107</b>



[Welcome to NOC \(/NOC/English/NOC/2011/Welcome.aspx\)](/NOC/English/NOC/2011/Welcome.aspx)

→ [Quick Search - Result \(/NOC/English/NOC/2011/QuickSearch.aspx?val65=general+office\)](/NOC/English/NOC/2011/QuickSearch.aspx?val65=general+office)

→ Unit Group

## Unit Group

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### 1411 General office support workers

General office support workers prepare correspondence, reports, statements and other material, operate office equipment, answer telephones, verify, record and process forms and documents such as contracts and requisitions and perform general clerical duties according to established procedures. They are employed in offices throughout the public and private sectors.

#### Example Titles

administrative clerk  
aircraft records clerk  
file and classification clerk  
filing clerk  
general office worker  
medical records clerk  
office assistant  
office clerk  
records filing-system clerk  
technical records clerk  
ward clerk – hospital  
warranty clerk

[View all titles \(ViewAllTitlesQuickSearch.aspx?val=1&val1=1411&val65=general+office\)](#)

#### Main duties

General office support workers perform some or all of the following duties:

- Prepare correspondence, reports, statements, forms, presentations, applications and other documents from notes or dictaphone
- Respond to telephone, in person or electronic enquiries or forward to appropriate person
- Provide general information to staff, clients and the public regarding company or program rules, regulations and procedures
- Photocopy and collate documents for distribution, mailing and filing

- Sort and file documents according to established filing systems, locate and retrieve documents from files as requested and maintain records of filed and removed materials
- Maintain and prepare reports from manual or electronic files, inventories, mailing lists and databases
- Process incoming and outgoing mail, manually or electronically
- Send and receive messages and documents using fax machine or electronic mail
- Assist with administrative procedures such as budget submissions, contracts administration and work schedules
- Maintain inventory of office supplies, order supplies as required and arrange for servicing of office equipment
- May perform basic bookkeeping tasks such as preparing invoices and bank deposits
- May sort, process and verify receipts, expenditures, forms and other documents
- May organize the flow of work for other office support workers.

## Employment requirements

- Completion of secondary school is usually required.
- Completion of secondary school or college business or commercial courses is usually required.

## Additional information

- Progression to supervisory or office management positions is possible with experience.
- Progression to officer level positions is possible with additional training and experience.

## Classified elsewhere

- *Accounting and related clerks* ([1431 \(ProfileQuickSearch.aspx?val=1&val1=1431&val65=general office\)](#))
- *Administrative assistants* ([1241 \(ProfileQuickSearch.aspx?val=1&val1=1241&val65=general office\)](#))
- *Administrative officers* ([1221 \(ProfileQuickSearch.aspx?val=1&val1=1221&val65=general office\)](#))
- *Court clerks* ([1416 \(ProfileQuickSearch.aspx?val=1&val1=1416&val65=general office\)](#))
- *Data entry clerks* ([1422 \(ProfileQuickSearch.aspx?val=1&val1=1422&val65=general office\)](#))
- *Personnel clerks* ([1415 \(ProfileQuickSearch.aspx?val=1&val1=1415&val65=general office\)](#))
- *Receptionists* ([1414 \(ProfileQuickSearch.aspx?val=1&val1=1414&val65=general office\)](#))
- *Records management technicians* ([1253 \(ProfileQuickSearch.aspx?val=1&val1=1253&val65=general office\)](#))
- *Supervisors, general office and administrative support workers* ([1211 \(ProfileQuickSearch.aspx?val=1&val1=1211&val65=general office\)](#))

[Classification Structure - 1 \(Occupations.aspx?val=1\)](#)



Government  
of Canada

Gouvernement  
du Canada

[Welcome to NOC \(/NOC/English/NOC/2011/Welcome.aspx\)](#)

→ [Quick Search - Result \(/NOC/English/NOC/2011/QuickSearch.aspx?val65=general office\)](#)

→ [Unit Group \(/NOC/English/NOC/2011/ProfileQuickSearch.aspx?](#)

[val=1&val1=1411&val65=general office\)](#)

→ View All Titles

## Results of "View all Titles"

**Results: 71**

[1411 \(ProfileQuickSearch.aspx?val=1&val1=1411&val65=general+office\)](#)

address forms clerk  
 administrative clerk  
 aircraft records clerk  
 auction clerk  
 bill sorter  
 board marker, grain quotations  
 broadcast clerk  
 bus terminal clerk  
 card filer  
 classification clerk  
 classification clerk, records  
 clerical assistant  
 clerk, aircraft records  
 clerk, classification  
 clerk, general office  
 clerk, meter records  
 clerk, records  
 clerk, records classification  
 clerk, technical records  
 clerk-stenographer  
 correspondence filing clerk  
 course co-ordinator  
 credit card authorization clerk  
 dietetics office clerk - hospital  
 documents clerk  
 drawings filing clerk  
 file and classification clerk  
 file clerk  
 filing clerk  
 film filing clerk  
 float clerk  
 general office clerk  
 general office worker  
 grain quotations board marker  
 health information clerk  
 health records clerk  
 hospital records clerk  
 information and records clerk  
 junior office clerk  
 mail order clerk  
 mail order filler  
 map clerk  
 medical records clerk  
 meter records clerk  
 municipal office clerk  
 office administration clerk  
 office assistant  
 office clerk  
 office machine operator  
 operator, office machines  
 order transcriber  
 plate filing clerk

police station clerk  
records classification clerk  
records clerk  
records filing-system clerk  
records management clerk  
records support clerk  
relief clerk  
road clerk  
road maintenance clerk  
subscription clerk  
technical records clerk  
ticket preparer – manufacturing  
typist  
unit clerk  
utilities clerk  
utility clerk  
ward clerk – hospital  
warranty clerk  
word processor clerk



## Job Bank

Home

> Explore Careers by Skills & Knowledge

> Explore Careers by Essential Skills

## Explore Careers by Essential Skills



**Employers place a strong emphasis on essential skills in the workplace.**

**Essential skills are used in nearly every occupation, and are seen as 'building blocks' because people build on them to learn all other skills.**

Each profile contains a list of example tasks that illustrate how each of the 9 essential skill is generally performed by the majority of workers in an occupation. The estimated complexity levels for each task, between 1 (basic) and 5 (advanced), may vary based on the requirements of the workplace.

### How Essential Skills Profiles can help you!

The essential skills profiles can:

- Help determine, based on skill sets, which career may best suit a particular individual.
- Assist job seekers to write a résumé or prepare for a job interview.
- Help employers to create a job posting.

## General Office Clerks (NOC 1411)

General office clerks type and file correspondence, reports, statements and other material, operate office equipment, answer telephones and perform clerical duties of a general nature according to established procedures. They are employed in offices throughout the public and private sectors.

Expand All

Collapse All

### Reading

- May read memos regarding new systems, employees, policies and procedures. (1)
- May skim incoming mail to see if they can deal with it, or if it has to be forwarded to another employee. (1)
- May proofread letters, reports and presentations that are being sent out of the office to clients. (2)
- May read minutes from staff meetings to establish a distribution list. (2)
- May read business magazines or other industry-specific material to obtain an overview of developments in their industry. (2)
- May read forms that are relevant to their job, such as letters of credit and completed payroll and billing adjustment forms. (2)
- May refer to computer manuals to learn how to perform certain functions or how to use new software packages. (3)
- May interpret policy statements from management in order to determine how they affect their work. (4)

### Document Use

- May look up phone numbers and addresses in phone books and office directories. (1)
- May read labels on supplies, shelves and incoming mail and produce mailing labels for outgoing mail. (1)
- May scan supplier catalogues when preparing purchase orders. (2)
- May read indexes in computer manuals. (2)
- May complete a variety of forms such as supply order forms, courier waybills, bill payments, invoices and fax forms. (2)
- May enter information into work schedules that are in tabular form. (2)
- May complete a retroactive payroll and billing adjustment form when there are discrepancies in cheques. (2)
- May obtain information from graphs and charts in financial reports and modify them to create updated reports. (3)
- May complete daily register sheets and balance sheets. (3)
- May complete accounts payable and accounts receivable reports. (3)
- May interpret original graphs and charts from rough sketches or raw data for inclusion in financial or other reports. (4)

### Writing

- May write e-mail messages to supervisors and co-workers. (1)
- Write notes to themselves as reminders and notes to co-workers to clarify instructions or obtain information. (1)
- May write letters to clients regarding overdue accounts and respond to client requests for information. (2)
- Write letters and reports from rough drafts given to them by managers. They organize the information, insert any missing information and make minor revisions. (2)
- May write reports to justify action taken, such as the reasons for calling in security when there was a commotion at the front counter. (2)
- May write contracts and financial reports. These are usually based on the format of previous documents. (3)
- May write the minutes of staff meetings. (3)

### Numeracy

#### Money Math

- May handle the petty cash in the office and pay bills, such as rent and utility bills. (1)
- May accept payments by cash or cheque from clients and issue receipts. (1)
- May prepare invoices and billing reports for clients. (2)
- May complete the payroll ledger by entering the gross salary, calculating and deducting unemployment insurance, Canada pension plan and income tax to find the net salary. (3)

#### Scheduling, Budgeting & Accounting Math

- May enter receipts and expenses in the bookkeeping system and check the totals by adding and subtracting. (2)
- May balance the daily debits and credits in the accounting records. (2)
- May process purchase orders for office supplies. (2)
- May prepare and monitor weekly work schedules for a number of employees, making

adjustments as required. (3)

### **Measurement and Calculation Math**

- May weigh mail to determine the cost of postage. (1)
- May when preparing complex documents, convert between fractions, decimals and percentages to make precise alignments for footers, margins, headers and columns. (2)

### **Data Analysis Math**

- May make simple comparisons of data, for example, comparing monthly reports. (1)
- May calculate the average volume of various types of work activities over a period of time to establish workload trends. (3)

### **Numerical Estimation**

- May estimate office supply requirements, such as photocopy paper, based on an analysis of past usage and knowledge of planned activities. (1)

## **Oral Communication**

- Interact with other employees, in person or by telephone, to share information about tasks, meetings, deadlines, work methods and the location of various documents. (1)
- Talk to clients, in person or on the phone, and provide them with information. They are often the clients' first contact with the office. (1)
- Interact with couriers to clarify pickup and delivery times. (1)
- May page employees over an intercom system. (1)
- Talk with contractors and suppliers to discuss discrepancies in invoices or to order supplies. (1)
- Receive instructions from supervisors and discuss tasks and priorities with them. (2)
- Maintain contact by phone with managers who are away. They relay essential information to them, including details of emergencies and questions from clients and suppliers which they can't answer. They also clarify situations regarding clients' cases. Miscommunication could result in a loss of time and/or money. (2)

## **Thinking**

### **Problem Solving**

- May have trouble getting tasks completed within a set time frame, such as when a document is held up at the printing office. In that case, they may have to adjust their schedule to make sure they will be ready to give priority to the delayed document as soon as it arrives. (1)
- May notice an error in a document. They contact the individual who produced the document to find out what wording was intended. (1)
- May find discrepancies in the dollar figures when reconciling the accounting ledger. They compare slips and ledger entries to find the error. (1)
- May have mail to clients returned as undeliverable. They check with co-workers or make phone calls to locate a correct address. (1)
- May encounter a malfunctioning computer or photocopier. They try to fix the problem themselves or call a technician. (2)
- May encounter computer crashes when the payroll is due. They consider various options to get pay cheques out on time. (3)

## Decision Making

- Decide when to interrupt telephone conversations and put people on hold. (1)
- Decide to whom to refer callers, based on the subject matter and the availability of staff. (1)
- Decide when to schedule appointments or set up meetings to best accommodate participants' schedules. (2)
- Decide the priority of items of correspondence and process them accordingly. (2)
- Decide which software package is best suited for a specific assignment or project. (2)
- Decide what office supplies are needed and when to place the order. (2)

## Critical Thinking

Critical Thinking information was not collected for this profile.

## Job Task Planning and Organizing

General office clerks organize their own job tasks based on priorities set by their organization. Their tasks are mostly repetitive but are frequently interrupted by phone calls from clients or suppliers or requests from supervisors. They often do work for several managers and need to juggle deadlines to ensure that service is provided to all of them in a balanced way. (2)

## Significant Use of Memory

- May remember the individual format and style preferences of all the officers or managers they serve and what letterhead is required for their correspondence.
- May remember a variety of rarely used procedures in the software manual.
- May memorize file codes and safe combinations.
- May memorize established procedures and regulations for processing paperwork efficiently.

## Finding Information

- Look up names, addresses, phone numbers and sources for supplies and materials in the white and yellow pages of the phone book or in supplier directories. (1)
- Refer to databases to locate information on clients or companies. (1)
- Obtain financial, legal, medical, security and policy and procedure information by contacting co-workers or departments and checking reference books. (2)
- Use computer manuals for assistance when using computer programs. (2)

## Digital Technology

- They type reports, memos and letters. (2)
- They respond to prompts on a screen when looking up information for a client. They then transfer this information to a paper copy for the client. (1) They also enter client information in a database. (2)
- They may enter credits and debits into a computerized accounting system. (2)
- They may send e-mail messages to co-workers and to clients. (2)
- They may prepare charts and graphs for reports using graphics software. (3)
- They produce spreadsheet tables using software such as Lotus. (3)

## Additional Information

Other Essential Skills:

**Working with Others**

General office clerks mainly work independently. They may work as members of a team or with a partner or helper on large tasks, such as the preparation of proposals or when completing tasks with a strict deadline.

**Continuous Learning**

General office clerks learn about new computer programs, software and applications and must keep up to date on changes in policy and procedures. They may take courses offered by their organization in subjects such as finance.

[Source: Literacy and Essential Skills - HRSDC]

[Learn more about this occupation](#)

Date Modified: 2013-09-05



[Welcome to NOC \(/NOC/English/NOC/2011/Welcome.aspx\)](#)

→ [Quick Search - Result \(/NOC/English/NOC/2011/QuickSearch.aspx?val65=retail\)](#) → Unit Group

## Unit Group

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### 6421 Retail salespersons

Retail salespersons sell, rent or lease a range of technical and non-technical goods and services directly to consumers. They are employed by stores and other retail businesses, as well as wholesale businesses that sell on a retail basis to the public.

#### Example Titles

audio equipment salesperson  
automobile salesperson  
car rental agent  
clothing salesperson  
computer salesperson – retail  
counter clerk – retail  
department store clerk  
furniture salesperson  
hardware store clerk  
jewellery salesperson  
retail sales associate  
retail sales clerk  
retail salesperson

[View all titles \(ViewAllTitlesQuickSearch.aspx?val=6&val1=6421&val65=retail\)](#)

#### Main duties

Retail salespersons perform some or all of the following duties:

- Greet customers and discuss type, quality and quantity of merchandise or services sought for purchase, rental or lease
- Advise customers on use and care of merchandise, and provide advice concerning specialized products or services
- Estimate or quote prices, credit terms, trade-in allowances, warranties and delivery dates
- Prepare merchandise for purchase, rental or lease
- Prepare sales, rental or leasing contracts and accept cash, cheque, credit card or automatic

debit payment

- Assist in display of merchandise
- Maintain sales records for inventory control
- Operate computerized inventory record keeping and re-ordering systems
- May conduct sales transactions through Internet-based electronic commerce.

*Retail salespersons may specialize and act as consultants in home entertainment systems, computers and other products and services.*

## Employment requirements

- Completion of secondary school may be required.
- A university degree or college diploma may be required by some employers.
- Specific subject matter courses or training may be required.
- Demonstrated sales ability and product knowledge are usually required for retail salespersons who sell complex or valuable merchandise, such as automobiles, antiques or computers.

## Additional information

- Technical or sales training programs may be provided by employers.
- Progression to retail supervisory positions is possible with additional training or experience.

## Classified elsewhere

- *Cashiers* ([6611 \(ProfileQuickSearch.aspx?val=6&val1=6611&val65=retail\)](#))
- Retail stock clerks (in [6622 \(ProfileQuickSearch.aspx?val=6&val1=6622&val65=retail\)](#) *Store shelf stockers, clerks and order fillers* )
- Sales clerk supervisors (in [6211 \(ProfileQuickSearch.aspx?val=6&val1=6211&val65=retail\)](#) *Retail sales supervisors* )

[Classification Structure - 6 \(Occupations.aspx?val=6\)](#)



[Welcome to NOC \(/NOC/English/NOC/2011/Welcome.aspx\)](#)

- [Quick Search - Result \(/NOC/English/NOC/2011/QuickSearch.aspx?val65=retail\)](#)
- [Unit Group \(/NOC/English/NOC/2011/ProfileQuickSearch.aspx?val=6&val1=6421&val65=retail\)](#)
- [View All Titles](#)

## Results of "View all Titles"

**Results: 250**

[6421 \(ProfileQuickSearch.aspx?val=6&val1=6421&val65=retail\)](#)

aluminum products salesperson – retail  
 aluminum siding salesperson – retail  
 appliance salesperson – retail  
 art sales consultant – retail  
 art salesperson  
 audio equipment consultant – retail  
 audio equipment salesperson  
 audio equipment salesperson – retail  
 automobile accessories salesperson – retail  
 automobile leasing agent  
 automobile leasing representative  
 automobile sales representative – retail  
 automobile salesperson  
 automobile-rental counter representative  
 bakery clerk  
 bakery counter clerk  
 bakery goods sales clerk  
 beer store sales clerk  
 bicycle salesperson – retail  
 boat and marine equipment salesperson – retail  
 book salesperson – retail  
 book store clerk – retail  
 bouquet salesperson  
 bridal sales consultant – retail  
 building supplies salesperson – retail  
 butcher shop clerk  
 cable television service salesperson  
 cable-TV and pay-TV sales representative  
 camera equipment salesperson – retail  
 camera salesperson – retail  
 car leasing representative  
 car rental agent  
 car rental clerk  
 car sales representative – retail  
 car salesperson – retail  
 card shop clerk  
 car-rental counter representative  
 children's clothing sales clerk  
 children's wear sales clerk  
 children's wear salesperson – retail  
 china and crystal salesperson – retail  
 clerk, bakery counter  
 clerk, deli counter  
 clerk, meat counter  
 clerk, retail sales  
 clock shop clerk  
 clothing salesperson  
 clothing salesperson – retail  
 commissioned salesperson – retail  
 compact disc sales clerk  
 computer salesperson – retail  
 confectionery sales clerk  
 convenience store clerk  
 corner store clerk

cosmetics salesperson – retail  
 counter clerk – retail  
 counter clerk, bakery  
 counter clerk, deli  
 counter clerk, meats  
 counter representative, car rental  
 custom drapery salesperson – retail  
 customer service sales clerk  
 deli cook – supermarket  
 deli counter clerk – food store  
 delicatessen clerk – retail  
 delicatessen meat salesperson – retail  
 department store clerk  
 drapery and upholstery salesperson – retail  
 drugstore clerk  
 education courses salesperson  
 electronics salesperson – retail  
 exercise equipment consultant – retail  
 fabric salesperson – retail  
 film counter clerk  
 film rental clerk  
 fish market salesperson  
 fish shop salesperson  
 floor coverings salesperson – retail  
 floral arranger – retail  
 florist – retail  
 florist salesperson  
 florist shop salesperson  
 food preparer – grocery store  
 food store clerk – retail  
 footwear salesperson – retail  
 framing sales consultant – retail  
 fruit seller  
 fur salesperson – retail  
 furniture and appliances salesperson – retail  
 furniture sales consultant – retail  
 furniture salesperson  
 furniture salesperson – retail  
 garden supplies sales clerk  
 garments and other textile products sales representative – retail  
 gift shop clerk  
 greeter, sales  
 greeting cards sales clerk  
 hardware store clerk  
 hardware store clerk – retail  
 hearing aid sales consultant – retail  
 hearing aid salesperson – retail  
 hospital television rental attendant  
 house trailer salesperson – retail  
 household appliance salesperson – retail  
 housewares salesperson – retail  
 hunting guns salesperson – retail  
 jewellery salesperson  
 jewellery salesperson – retail  
 kiosk sales clerk  
 lawn and garden supplies salesperson – retail  
 leasing agent, automobiles  
 leasing clerk, storage facility  
 leasing representative, automobiles  
 leasing representative, motor vehicles – retail  
 leather goods salesperson – retail  
 lighting appliance salesperson – retail  
 lighting salesperson – retail  
 liquor store sales clerk  
 lottery kiosk clerk  
 lottery sales representative – retail  
 magazine salesperson – retail  
 magazine shop clerk  
 meat clerk, supermarket  
 meat counter clerk  
 memorial salesperson – retail  
 men's clothing sales clerk  
 men's clothing salesperson – retail  
 men's wear sales clerk  
 mobile home salesperson – retail  
 motor vehicle leasing representative – retail

motor vehicle salesperson – retail  
 motorcycle salesperson – retail  
 musical instruments and supplies salesperson – retail  
 newsstand clerk  
 office equipment salesperson – retail  
 orthopedic shoes salesperson – retail  
 paint salesperson – retail  
 pastry sales clerk  
 personal computer salesperson – retail  
 pet store salesperson  
 pharmacy clerk  
 photographic equipment and supplies salesperson – retail  
 photographic studio clerk  
 picture framing consultant – retail  
 record shop sales clerk  
 record shop salesperson  
 record store sales clerk  
 record store salesperson  
 recreational equipment rental-shop attendant  
 recreational equipment salesperson – retail  
 rental agent – retail  
 rental clerk – retail  
 rental clerk, storage space  
 rental counter representative  
 rental-shop attendant, sporting goods  
 representative, car-rental counter  
 retail sales associate  
 retail sales clerk  
 retail sales representative  
 retail salesperson  
 sales and rental clerk  
 sales assistant  
 sales associate  
 sales associate – retail  
 sales clerk  
 sales consultant – retail  
 sales greeter  
 sales order clerk  
 sales promotion clerk  
 sales representative – retail  
 sales representative, automobiles – retail  
 sales representative, cable television service  
 sales representative, car – retail  
 sales representative, garments and other textile products – retail  
 salesperson – retail  
 salesperson, aluminum products – retail  
 salesperson, automobile accessories – retail  
 salesperson, boats and marine equipment – retail  
 salesperson, books – retail  
 salesperson, building supplies – retail  
 salesperson, china and crystal – retail  
 salesperson, cosmetics – retail  
 salesperson, drapery and upholstery – retail  
 salesperson, education courses  
 salesperson, fish shop  
 salesperson, floor coverings – retail  
 salesperson, florist shop  
 salesperson, footwear – retail  
 salesperson, furniture and appliances – retail  
 salesperson, hardware – retail  
 salesperson, hearing aids – retail  
 salesperson, hobby shop  
 salesperson, house trailers – retail  
 salesperson, housewares – retail  
 salesperson, jewellery – retail  
 salesperson, lighting appliances – retail  
 salesperson, memorial – retail  
 salesperson, motor vehicles – retail  
 salesperson, musical instruments and supplies – retail  
 salesperson, orthopedic shoes – retail  
 salesperson, photographic equipment and supplies – retail  
 salesperson, sewing machines – retail  
 salesperson, sporting goods – retail  
 salesperson, tires – retail  
 salesperson, toy store  
 salesperson, training courses

salesperson, used cars – retail  
salesperson, video equipment – retail  
salesperson, wearing apparel – retail  
salesperson, yard goods – retail  
scrap metal salesperson  
seafood counter clerk  
seafood sales clerk  
seafood sales clerk – retail  
sewing machine salesperson – retail  
shoe salesperson – retail  
shop clerk  
silverware salesperson – retail  
skate shop attendant  
ski shop retail clerk  
smoke shop clerk  
sporting goods rental-shop attendant  
sporting goods salesperson – retail  
storage facility rental clerk  
store clerk  
telephone equipment salesperson – retail  
television cable service salesperson  
television salesperson – retail  
tire salesperson – retail  
tobacco product clerk  
tobacco shop clerk  
tool and equipment rental clerk  
toy store salesperson  
training course salesperson  
travelling salesperson – retail  
truck leasing representative  
truck rental clerk  
truck salesperson  
upholstery and furniture repair salesperson  
used-car salesperson – retail  
video equipment salesperson – retail  
video rental clerk  
wallpaper salesperson – retail  
watch sales clerk  
watch salesperson – retail  
wearing apparel salesperson – retail  
wine store sales clerk  
women's clothing sales clerk  
women's wear sales clerk  
yard goods salesperson – retail



## Job Bank

Home

> Explore Careers by Skills & Knowledge

> Explore Careers by Essential Skills

### Explore Careers by Essential Skills



**Employers place a strong emphasis on essential skills in the workplace.**

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Each profile contains a list of example tasks that illustrate how each of the 9 essential skill is generally performed by the majority of workers in an occupation. The estimated complexity levels for each task, between 1 (basic) and 5 (advanced), may vary based on the requirements of the workplace.

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## Retail Sales Associates (NOC 6421)

Retail sales associates are a subgroup of retail salespersons and sales clerks. Retail sales associates sell or rent a range of goods and services in stores and other retail businesses, and in wholesale businesses that sell on a retail basis to the general public.

Expand All

Collapse All

### Reading

- Read logbook entries and short notes from co-workers and supervisors, e.g. read comments in daily log books about outstanding work, special orders, supply deliveries and items set aside for customer pick-up. (1)
- Scan instructions in checklists for correct procedures to complete tasks, e.g. scan checklists for housekeeping, stocking merchandise and creating displays. (1)
- Read brief memos and email messages from supervisors, co-workers and colleagues, e.g. read email messages from supervisors to learn about new procedures, upcoming health and safety inspections and featured sale items. (2)
- May read descriptions and preparation instructions for items, such as gift baskets and balloon arrangements. (2)
- Read a variety of company procedures, e.g. read procedures to learn about store opening and closing procedures, acceptable dress codes and proper conduct. (2)
- Read product knowledge pamphlets, articles and newsletters provided by employers and suppliers to enhance their knowledge about product lines and enable them to answer customers' questions. (2)
- Read memos and bulletins, e.g. read memos to understand storage, labeling and

- packaging procedures for chemicals, food and dangerous goods. (2)
- Read brief reports about store and department performance, e.g. read safety and mystery shopper summary reports to learn about sales performance and areas for customer service and sales improvements. (2)
- Read product warranties and related notices concerning limitations to manufacturer liability. (3)
- Read employers' policy and procedure manuals, e.g. read cashier manuals to understand cash register functions, such as price reductions, and read manuals relating to operations, suppliers and computer programs. (3)

### Document Use

- Scan daily and weekly job schedules to locate their work shifts. (1)
- Use icons on computerized cash register screens to complete sales transactions. (1)
- Scan brief text entries on labels and signs, e.g. locate prices, codes, model numbers, product descriptions and care instructions on product labels. (1)
- May enter data into label templates, e.g. complete product labels and signs by entering prices and product data. (1)
- Review weekly flyers and featured sales items lists to learn about weekly specials and verify that prices displayed on cash registers match list prices. (1)
- Locate data in forms, e.g. locate customer delivery due dates, product quantities, codes and descriptions, payment details and special instructions in invoices and customer rental and order forms. (2)
- Locate data in lists and tables, e.g. locate stock quantities, descriptions and the Universal Product Code (UPC) in supplier invoices and inventory sheets. (2)
- Complete order, tracking and quality control forms, e.g. complete return and repair forms by entering dates, reasons, product codes and descriptions. (2)
- Scan a variety of graphical displays, e.g. locate daily, weekly and monthly data for categories, such as customer complaints and compliments, personal sales, department sales and safety incidences. (3)
- May locate merchandising and arrangement data and details in diagrams that show how display areas are to be set up, including dimensions and set-up descriptions. (3)

### Writing

- Write brief notes, e.g. write comments in daily logbook to record customer comments about products, note items put aside for customers, list outstanding tasks and note low inventory. (1)
- Write entries in a variety of forms, e.g. describe customer details and preferences, such as wrapping and gift basket instructions, on order forms. (2)
- Write email messages to co-workers, supervisors and customers, e.g. write email to answer customer questions about products and to provide updates on back-ordered and shipped items. (2)

### Numeracy

- May measure products, such as pieces of plywood, yards of material or dimensions. (1)
- Prepare customer invoices and complete cash sales. They total customers' bills for products, calculate taxes, take payments and give change. In addition, they may

calculate discounts and currency exchange. (2)

- May calculate the total cost for multiple items in a purchase, such as a variety of building products, by calculating quantities of items and totaling costs. (2)
- May calculate quantities, such as quantities of drapery material required to cover windows of specific dimensions, taking into account drapery fullness required by customers. (2)
- May analyze sales data in order to examine purchasing trends and make purchasing recommendations, e.g. calculate average daily, weekly and seasonal sales. They use the data to identify popular items. (2)
- Estimate times required to prepare orders so they can plan daily schedules and provide customers with shipping or pick-up dates. They depend on their experience with similar tasks and typical customer volumes to schedule activities and estimate delivery dates. (2)

### Oral Communication

- Discuss work tasks with co-workers, e.g. speak with co-workers to discuss job assignments and integrate tasks. (1)
- Speak with co-workers, supervisors and supplier representatives to enquire about products with which they are unfamiliar. (2)
- Discuss job assignments with supervisors, e.g. discuss product deliveries to determine where and how to create space and set up displays. (2)
- Receive instruction from co-workers and supervisors about completing tasks, such as floor displays and packaging products. (2)
- Discuss orders and share information with suppliers, e.g. interact with suppliers to order products, discuss damaged goods or errors in shipments and share information about products. (2)
- Participate in staff meetings, e.g. participate in staff meetings to learn about new products, receive instructions for implementing new procedures, discuss how to improve customer service and practice "up-selling" techniques. (2)
- Chat with customers to build rapport and provide service to make sales and build repeat business. (2)
- Discuss purchases with customers, e.g. discourage customers from purchasing items that are not appropriate for them using tact and good listening and communication skills. (3)
- Interact with customers who are unhappy with products. They ensure customer satisfaction by listening to complaints and finding appropriate solutions, such as providing refunds, exchanges and credits. (3)

### Thinking

- Encounter customers who are unhappy about products purchased and not satisfied with options, such as refunds, replacements and future discounts offered. They refer customers to their supervisors. (1)
- Face product shortages, e.g. advertised specials do not arrive. They inform supervisors about the shortage. They phone suppliers to discuss delivery dates for products. They inform customers about shortages, dates when items will be available and offer rain cheque coupons. (1)
- Choose whether to reject damaged products from suppliers. They consider the extent and type of damage. (1)
- Evaluate the quality of products when receiving shipments and maintaining in-store stock. They visually inspect them for signs of damage, defects and missing parts. They evaluate what to report as defective or damaged. (1)
- Find there are not enough supplies to complete orders. They may call suppliers and other

stores to locate and order items. They offer alternative products if they are unable to get supplies when needed. (2)

- Observe suspicious behaviour by a customer. They either call loss-prevention personnel or stay close to shoppers to prevent thefts from taking place. (2)
- Receive complaints about products from customers. They ask questions to understand problems. They ask how products were used, cleaned and handled. They offer replacements or discounts on future purchases and provide care instructions to prevent future problems. (2)
- Choose discount amounts, e.g. choose to give customers discounts for end-of-line and damaged products. Their decisions must balance pleasing the customer while making the sale without too great a discount. (2)
- Select order of tasks. Notes and instructions from supervisors guide them but customer volumes and order deadlines are critical factors. (2)
- Choose to make refunds and offer exchanges. They consider whether customers have original receipts and other factors, such as reason for the return, visible wear, damage and date of purchase. (2)
- May choose which items to feature in displays. They consider display plans but also take into account amount of stock, purchasing trends and time needed to prepare displays. They review past sales statistics to identify similarities with previous best sellers and recall customer comments about displays used in the past. (2)
- Evaluate the suitability of products to make recommendations to customers. They use their technical knowledge to assess quality and how colours and textures combine to enhance each other. They use other criteria, such as customers' specifications, budget and preferences. (2)
- May evaluate the visual appeal of merchandising displays. They use aesthetic criteria, such as colour blends, shape and form, to judge the appeal of display racks and shelves. (2)
- May evaluate the suitability of products to stock. They consider the number of requests, volume of sales for other similar items, reviews of latest products and design trends. They use their evaluations to make product recommendations to supervisors and managers. (2)
- Respond to customers' enquires and orders while completing daily housekeeping and merchandising tasks. Changing priorities, such as requests for deliveries, arrival of stock and lack of space, sometimes complicates their daily job task planning. (2)
- May locate information about benefits, pay and overtime by reading union agreements, information pamphlets and by speaking with human resources staff and shop stewards. (2)
- Find information about products by scanning technical books, manufacturer brochures, supplier catalogues, speaking with co-workers and supervisors and reading fact sheets and articles. (3)

### Digital Technology

- Operate hand-held devices, such as laser radio terminals to scan bar codes, enter information using small keyboards and transmit data to online databases. (1)
- May use word processing software to write letters or prepare quotations to customers. (2)
- Use database software, e.g. enter data to update customer and supplier records and to run queries to locate customer names, addresses and product information. (2)
- May use databases to retrieve data, such as inventory levels, product numbers, descriptions and prices. (2)
- May use communication software, e.g. send and receive email and attachments using intranets and the Internet. (2)
- May use the Internet, e.g. search for information on suppliers' websites about products their stores carry. (2)
- May use the Internet to access training courses and seminars offered by suppliers, employers and trainers. (2)

- Use computerized cash registers to scan items, enter amounts and codes, and process electronic payments, such as debits and credit card transactions. (2)

### Additional Information

#### Working with Others

Retail sales associates work independently during slower shifts. They coordinate and integrate tasks with co-workers to share resources and complete tasks. They work with co-workers to receive shipments, restock and prepare displays and customer orders. They attend staff meetings to share ideas and to solve specific issues, such as health and safety breaches, low sales and theft.

#### Continuous Learning

Retail sales associates learn through their daily work experiences. They learn by observing co-workers, reading product magazines and articles and viewing computer and video-based training modules provided by suppliers and their employers. They may participate in training programs provided by their employers and unions covering topics, such as the Workplace Hazardous Material Information System (WHMIS), customer service, product knowledge, safe food handling and first aid.

#### Impact of Digital Technology

All essential skills are affected by the introduction of technology in the workplace. Retail sales associates' ability to adapt to new technologies is strongly related to their skill levels across the essential skills, including reading, writing, thinking and communication skills. Technologies are transforming the ways in which workers obtain, process and communicate information, and the types of skills needed to perform in their jobs. For example, with calculators and point-of-sale equipment, retail sales associates do not have to manually calculate bills or determine the amount of change to provide on cash transactions; however, they do require basic computer skills. Use of electronic point-of-sale equipment and laser radio terminals is now commonplace throughout retail establishments: tasks previously done manually, such as entering dates, times and amounts into bills, are completed with speed and accuracy using this equipment. Retail sales associates commonly enter information using small keyboards; transmit data to online databases; use computerized cash registers to scan items, enter amounts and codes, and process electronic payments; and use databases to retrieve data, such as inventory levels, product numbers, descriptions and prices. Digital technologies also provide workers with tools, such as cellular telephones, that increase opportunities for verbal interaction. For example, they may call to confirm appointments and orders with customers and providers.

Technology in the workplace further affects the complexity of tasks related to the essential skills required for this occupation. For example, workers need the skills to use increasingly complex software applications. At the same time, software and hardware developers are improving ease of use for workers through touch-screen technology, built-in self-help tutorials and more user-friendly software applications. Workers also have the opportunity to develop their communication skills and acquire knowledge by using videos, videoconferencing, DVDs, multi-media and Web-based applications.

[Source: Literacy and Essential Skills - HRSDC]

[Learn more about this occupation](#)



[Welcome to NOC \(/NOC/English/NOC/2011/Welcome.aspx\)](#)

→ [Quick Search - Result \(/NOC/English/NOC/2011/QuickSearch.aspx?val65=material\)](#)

→ Unit Group

## Unit Group

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### 7452 Material handlers

This unit group includes workers who handle, move, load and unload materials by hand or using a variety of material handling equipment. They are employed by transportation, storage and moving companies, and by a variety of manufacturing and processing companies and retail and wholesale warehouses.

#### Example Titles

bin filler  
 coal handler  
 conveyor console operator  
 forklift truck operator  
 freight handler (except air transport)  
 furniture mover  
 lumber piler – building supplies  
 material handler  
 railway car loader  
 stockpiler  
 storage worker – material handling  
 truck loader  
 warehouseman/woman

[View all titles \(ViewAllTitlesQuickSearch.aspx?val=7&val1=7452&val65=material\)](#)

#### Main duties

Material handlers (manual) perform some or all of the following duties:

- Load, unload and move products and materials by hand or using basic material handling equipment
- Move household appliances and furniture onto and off moving trucks or vans
- Perform other material handling activities such as counting, weighing, sorting, packing and unpacking.

- Material handlers (equipment operators) perform some or all of the following duties:
- Operate winches and other loading devices to load and unload materials onto and off trucks, railway cars and loading docks of warehouses and industrial establishments
  - Operate industrial trucks, tractors, loaders and other equipment to transport materials to and from transportation vehicles and loading docks and to store and retrieve materials in warehouses
  - Connect hoses or pipes and operate equipment to load and unload liquid petroleum, chemical or other products into or from tank cars, tank trucks or storage tanks
  - Operate equipment to dump materials such as coal, ore and grain into or to remove materials from railway cars, trucks or other vehicles
  - Operate conveyors and equipment to transfer grain or other materials from transportation vehicles to elevators, bins or other storage areas
  - May perform other activities, such as opening containers and crates, filling warehouse orders, assisting in taking inventory and weighing and checking materials.

## Employment requirements

- Some secondary school education may be required.
- Physical strength is required for manual material handlers who work with heavy materials.

## Classified elsewhere

- Freight attendants (in [7534 \(ProfileQuickSearch.aspx?val=7&val1=7534&val65=material\)](#) *Air transport ramp attendants* )
- Heavy equipment operators (except crane) ([7521 \(ProfileQuickSearch.aspx?val=7&val1=7521&val65=material\)](#))
- Longshore workers ([7451 \(ProfileQuickSearch.aspx?val=7&val1=7451&val65=material\)](#))
- Mover helpers (in [7622 \(ProfileQuickSearch.aspx?val=7&val1=7622&val65=material\)](#) *Railway and motor transport labourers* )
- Storekeepers and partspersons ([1522 \(ProfileQuickSearch.aspx?val=1&val1=1522&val65=material\)](#))
- Supervisors of material handlers (in [7302 \(ProfileQuickSearch.aspx?val=7&val1=7302&val65=material\)](#) *Contractors and supervisors, heavy equipment operator crews* )
- Warehouse supervisors (in [1215 \(ProfileQuickSearch.aspx?val=1&val1=1215&val65=material\)](#) *Supervisors, supply chain, tracking and scheduling co-ordination occupations* )

[Classification Structure - 7 \(Occupations.aspx?val=7\)](#)



Government  
of Canada

Gouvernement  
du Canada

[Welcome to NOC \(/NOC/English/NOC/2011/Welcome.aspx\)](#)

→ [Quick Search - Result \(/NOC/English/NOC/2011/QuickSearch.aspx?val65=material\)](#)

→ [Unit Group \(/NOC/English/NOC/2011/ProfileQuickSearch.aspx?val=7&val1=7452&val65=material\)](#)

→ [View All Titles](#)

## Results of "View all Titles"

**Results: 177**

[7452 \(ProfileQuickSearch.aspx?val=7&val1=7452&val65=material\)](#)

ash handler  
 attendant, used building materials yard  
 automated storage and retrieval system operator  
 automatic pallet equipment operator  
 bandoleer packer - explosives manufacturing  
 belt conveyor attendant  
 beltman/woman  
 bin attendant  
 bin filler  
 binman/woman  
 box bander  
 box filler  
 boxcar loader  
 bucket elevator operator  
 bulk materials carrier operator  
 bulk materials loader operator  
 bulk materials unloader  
 bundler, hand  
 car loader, railway  
 carrier operator, bulk materials  
 cement loader and sacker  
 coal conveyor operator  
 coal conveyor operator - surface mining  
 coal dumper  
 coal handler  
 coal loader-unloader  
 coal wheeler  
 coal-moving equipment operator  
 conveyor belt attendant  
 conveyor belt operator (except underground mines)  
 conveyor belt patroller-controller  
 conveyor console operator  
 conveyor operator - material handling (except underground mines)  
 conveyor operator, grain  
 conveyor tender - material handling (except underground mines)  
 cribber - grain elevator  
 disposal worker - warehouse  
 dockman/woman - truck transport  
 dumper - material handling  
 dumper - surface coal mining  
 electric dolly operator  
 electric mule operator  
 electric truck operator  
 explosives handler  
 explosives packer  
 express service handler (except air transport)  
 fats and oils loader  
 feed mill loader  
 forklift operator  
 forklift truck operator  
 freight car loader  
 freight car unloader

freight handler (except air transport)  
 freight loader (except air transport)  
 freight unloader (except air transport)  
 furniture loader-unloader  
 furniture mover  
 glass cut-off machine unloader  
 grain conveyor operator  
 grain handler  
 grain weigher  
 hand bagger – material handling  
 hand bundler  
 hand packager  
 hand packer, sacks – material handling  
 hand sacker – material handling  
 hand truck operator  
 handler, explosives  
 handler, freight (except air transport)  
 handler, grain  
 handler, heavy materials  
 handler, light materials  
 handler, materials  
 handler, materials – manufacturing and warehousing  
 handler, recycled paper  
 heavy materials handler  
 helper, stock  
 helper, stock-keeper  
 helper, warehouse keeper  
 household goods mover  
 industrial truck operator  
 jack lift operator  
 jigger operator, supermarket  
 jitney driver – material handling  
 labourer – material handling  
 labourer – warehousing and storage  
 lift driver  
 lift jack operator  
 lift scoop operator  
 lift truck operator  
 light materials handler  
 liquids loader-unloader  
 loader operator, bulk materials  
 loader, fats and oils  
 loader, freight (except air transport)  
 loader, railway car  
 loader, ready-mix trucks  
 loader, tank trucks  
 loader, trucks  
 loader-unloader – material handling  
 loader-unloader, furniture  
 loader-unloader, liquids  
 lumber handler – building supplies  
 lumber piler – building supplies  
 lumber stocker – material handling  
 lumber unloader – material handling  
 malthouse worker  
 material handler  
 material handler – manufacturing and warehousing  
 Mobilift operator  
 munitions handler  
 operator, coal-moving equipment  
 operator, conveyor – material handling (except underground mines)  
 operator, conveyor belt (except underground mines)  
 operator, forklift  
 operator, forklift truck  
 operator, grain conveyor  
 operator, hand truck  
 operator, lift truck  
 operator, pallet lift  
 operator, pallet truck  
 operator, reach truck  
 operator, stacker – material handling  
 operator, straddle carrier  
 operator, straddle truck  
 operator, tier lift truck  
 package lift operator  
 packer – material handling

pallet lift operator  
pallet loader operator  
pallet truck operator  
palletizer operator  
paper wrapper – material handling  
pick-up machine operator  
piler – material handling  
piler (except processing)  
pole distributor operator  
pole stacker operator  
power truck driver – material handling  
railway car loader  
reach truck operator  
ready-mix truck loader  
recycled paper handler  
sack packer, hand – material handling  
shingle piler – material handling  
shipment assembler  
skidder – fruit packing  
stacker – material handling  
stacker operator – material handling  
stacking machine operator – material handling  
stacking machine tender – material handling  
stock helper  
stock-keeper helper  
stockpiler  
storage man/woman  
storage worker – material handling  
straddle carrier operator  
straddle truck operator  
supermarket jigger operator  
tank truck loader  
tender, conveyor – material handling (except underground mines)  
tender, stacking machine – material handling  
tier lift truck operator  
tipman/woman – surface coal mining  
tow motor driver (except air transport)  
truck load weigher  
truck loader  
unloader, glass cut-off machine  
used building materials yard attendant  
van loader  
warehouse keeper helper  
warehouse worker – material handling  
warehouseman/woman  
warehouseperson  
weigher, truck loads  
wrapper, paper – material handling  
yard attendant, used building materials



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▼ Expand All

▲ Collapse All

### Reading

- Read notes from co-workers about special orders. (1)
- Read memos from supervisors with instructions for handling customer inquiries or advice on safety in the workplace. (2)
- Read the standard operating procedures of the company. (3)
- Refer to manuals with information on the storage and handling of dangerous goods. (3)

### Document Use

- Read product labels on cartons. (1)
- Read warning and direction signs posted in the warehouse. (1)
- Complete forms, such as weekly inventory sheets. (1)
- Obtain information about furniture placement or drop-off locations from sketches drawn by

- customers. (1)
- Read forms, such as invoices, parts order forms, packing slips and bills of lading. (2)
- Read work schedules. (2)
- Enter numbers and codes on loading sheets, in tabular format. (2)
- Refer to charts, such as weight charts which indicate what weights forklifts can lift. (2)
- Refer to road maps or industrial site maps to find delivery locations. (2)
- Refer to assembly drawings to perform minor machine repairs or to assemble furniture pieces. (3)
- Refer to schematic drawings, such as the air brake system for the truck. (3)

### Writing

- Write notes to supervisors about shortages of materials. (1)
- Write shipping labels on crates and record codes on loading charts. (1)
- Complete activity logs to record tasks completed during the shift and any problems which occurred. (1)
- Write notes to themselves as reminders of tasks to be done. (1)
- Complete forms to record reasons for not accepting a shipment and noting conditions which need to be met for acceptance. (1)
- May write memos to supervisors to document problems, such as receiving damaged products. (2)

### Numeracy

#### Money Math

- May calculate invoices and accept cash, cheque or credit card payments from customers. (1)

#### Scheduling, Budgeting & Accounting Math

- May schedule product shipments, considering the time required for travel and for loading and unloading. (2)

#### Measurement and Calculation Math

- May measure wood for crate construction. (1)
- May convert board measure to linear feet. (2)
- May measure the length, width and height of a truck trailer and the length, width and height of filled pallets to find out how many pallets of products can fit in the trailer. (3)

#### Numerical Estimation

- Estimate the weight of products on pallets to decide whether they can be lifted by the forklift. (1)
- Estimate the length of time it will take to load and unload trucks. (2)

### Oral Communication

- Talk to customers to get pickup and delivery instructions. (1)
- Communicate with suppliers to confirm details, such as purchase order numbers. (1)

- Interact with co-workers to co-ordinate tasks and to discuss how to move heavy objects. (1)
- Interact with supervisors to discuss problems, such as damaged shipments or shortages in orders. (2)
- May talk to mechanics about problems with the operation of trucks or forklifts. (2)

## Thinking

### Problem Solving

- May be unable to find goods which were stored by customers. They organize a search, focusing on the date of original storage and the inventory listing to pinpoint where the articles may be. (1)
- May find that articles for delivery will not fit into stairwells or elevators. They may have to take articles apart and reassemble them in their new location. (2)
- May be informed by a customer that an article has not been sent, even though the invoice indicates it was sent. They trace paperwork such as order forms, bills of lading and shipping records to verify that an error has been made. (2)
- May find that deliveries leaving the warehouse are backlogged. They call customers to advise them of delays and to assess the urgency of the problem. In cases where hardship would be caused by the delay, they look at possible solutions, such as juggling other jobs or requesting that extra workers be called in. (3)

### Decision Making

- Decide how to store items in the most efficient way. (2)
- Decide how to position a load so its weight will be distributed properly. (2)
- Decide where to position storage goods in the warehouse, based on whether the storage is for a long or short term. It is important, for instance, not to put a load being stored for six months behind a load that is being stored for three years. (2)
- Decide whether to unload a shipment which has arrived damaged or whether to refuse the load until an investigation has been conducted. (2)
- Decide the sequence of deliveries, based on the urgency of the orders and the distances between destinations. (3)

### Critical Thinking

Critical Thinking information was not collected for this profile.

### Job Task Planning and Organizing

Material handlers receive assignments from supervisors at the beginning of each shift and plan how best to sequence tasks to meet deadlines. They may have to adjust these plans if new loads arrive from suppliers sooner than expected. Despite the need to make such adjustments, most activities are routine and follow established procedures. Some liaison with co-workers is needed to co-ordinate the movement of goods into and out of the warehouse. (2)

### Significant Use of Memory

- Remember where numerous items can be found in the warehouse.
- Remember the addresses of customers to whom there are repeat deliveries.
- Remember for a short period of time what items were sent out, in order to respond to queries from supervisors.
- May memorize stock numbers and prices of commonly stocked items.

### Finding Information

- Refer to customer lists and telephone directories to contact customers. (1)
- Use maps to locate streets where loads are to be delivered. (1)
- Use catalogues, product lists and computer databases to locate information on products, such as stock numbers. (2)
- Consult co-workers, supervisors and suppliers to find out when loads are coming in. (2)

### Digital Technology

- Use computer-operated machinery. For example, they may print delivery slips using computerized printers. This involves making simple entries into pre-formatted programs. (1)
- They may get information about changes in stock through a product database. (2)
- They may enter invoicing information. (2)

### Additional Information

Other Essential Skills:

#### Working with Others

Material handlers often work with a partner, although they may work alone or independently. Partnering is important when moving heavy materials or when trying to load or unload trucks quickly. Workers use a team approach to getting materials ready so that they may be moved out efficiently.

#### Continuous Learning

Material handlers mostly learn on the job. They may receive training in first aid or the safe use of forklifts.

[Source: Literacy and Essential Skills - HRSDC]

[Learn more about this occupation](#)

Date Modified: 2013-09-05



[Welcome to NOC \(/NOC/English/NOC/2011/Welcome.aspx\)](#)

→ [Quick Search - Result \(/NOC/English/NOC/2011/QuickSearch.aspx?val65=truck\)](#) → Unit Group

## Unit Group

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### 7511 Transport truck drivers

Transport truck drivers operate heavy trucks to transport goods and materials over urban, interurban, provincial and international routes. They are employed by transportation, manufacturing, distribution and moving companies, and trucking employment service agencies, or they may be self-employed. This unit group also includes drivers of special purpose trucks and shunters who move trailers to and from loading docks within trucking yards or lots.

#### Example Titles

bulk goods truck driver  
dump truck driver  
flatbed truck driver  
logging truck driver  
long haul truck driver  
moving van driver  
shunt truck driver  
tow truck driver  
transport driver  
truck driver  
truck driver, heavy truck  
truck driver, tractor-trailer

[View all titles \(ViewAllTitlesQuickSearch.aspx?val=7&val1=7511&val65=truck\)](#)

#### Main duties

Long-haul transport truck drivers perform some or all of the following duties:

- Operate and drive primarily tractor-trailor, long-combination vehicle and straight-body trucks weighing over 4500 kg to transport goods and materials over long distances
- Plan trip logistics and obtain required documentation to transport goods
- Perform pre-trip, en route and post-trip inspection of vehicle systems, equipment and accessories such as tires, lights and turning signals, brakes and cold storage
- Ensure cargo is secured properly in accordance with safety requirements and follow safety

procedures for transporting dangerous goods

- Obtain special permits and other documents required to transport cargo on international routes
- Record cargo information, hours of service, distance travelled and fuel consumption
- Administer bills of lading and manually or electronically maintain log books
- Communicate with dispatcher, other drivers and customers using communication devices and on-board computers
- May perform emergency roadside repairs
- May drive as part of a two-person team or convoy
- May transport hazardous products or dangerous goods.

Short-haul and local transport truck drivers perform some or all of the following duties:

- Operate and drive primarily straight trucks to transport goods and materials mainly on local routes and short inter-urban routes
- Perform pre-trip, en route and post-trip inspection and oversee all aspects of vehicle such as condition of equipment, and loading and unloading of cargo
- May drive special purpose trucks such as tow trucks, dump trucks, hydrovac trucks or cement mixing trucks.

## Employment requirements

- Completion of secondary school is usually required.
- On-the-job-training is provided.
- Completion of an accredited driver training course of up to three months duration, through a vocational school or community college, may be required.
- A Class 3 or D licence is required to drive straight-body trucks.
- A Class 1 or A licence is required to drive long combination vehicles.
- Air brake endorsement (Z) is required for drivers who operate vehicles equipped with air brakes.
- Transportation of dangerous goods (TDG) certification is required for drivers who transport hazardous products or dangerous goods.
- Additional licensing endorsement or certification may be required to drive articulated trucks.

## Additional information

- Progression to supervisory positions or to non-driving occupations, such as driver trainer, safety officer or truck dispatcher is possible with additional training or experience.

## Classified elsewhere

- Drivers of light trucks (in [7514 \(ProfileQuickSearch.aspx?val=7&val1=7514&val65=truck\)](http://www5.hrsdc.gc.ca/NOC/English/NOC/2011/ProfileQuickSearch.aspx?val=7&val1=7514&val65=truck) *Delivery and courier service drivers* )
- Snowplough and garbage truck drivers (in [7522 \(ProfileQuickSearch.aspx?val=7&val1=7522&val65=truck\)](http://www5.hrsdc.gc.ca/NOC/English/NOC/2011/ProfileQuickSearch.aspx?val=7&val1=7522&val65=truck) *Public works maintenance equipment operators and related workers* )
- *Supervisors, motor transport and other ground transit operators (7305)*



(ProfileQuickSearch.aspx?val=7&val1=7305&val65=truck)

- Truck dispatchers (in 1525 (ProfileQuickSearch.aspx?val=1&val1=1525&val65=truck)  
*Dispatchers* )
- Truck driver helpers (in 7622 (ProfileQuickSearch.aspx?val=7&val1=7622&val65=truck)  
*Railway and motor transport labourers* )
- Truck driver trainers (in 4021 (ProfileQuickSearch.aspx?val=4&val1=4021&val65=truck)  
*College and other vocational instructors* )

Classification Structure - 7 (Occupations.aspx?val=7)



Government  
of Canada

Gouvernement  
du Canada

[Welcome to NOC \(/NOC/English/NOC/2011/Welcome.aspx\)](#)

→ [Quick Search - Result \(/NOC/English/NOC/2011/QuickSearch.aspx?val65=truck\)](#)

→ [Unit Group \(/NOC/English/NOC/2011/ProfileQuickSearch.aspx?val=7&val1=7511&val65=truck\)](#)

→ [View All Titles](#)

## Results of "View all Titles"

**Results: 85**

[7511 \(ProfileQuickSearch.aspx?val=7&val1=7511&val65=truck\)](#)

automobile carrier driver  
 automobile transport driver  
 bulk goods truck driver  
 bulk milk truck driver  
 cement truck driver – construction  
 coal hauler (except underground mining)  
 driver, bulk milk truck  
 driver, dump truck  
 driver, explosives truck  
 driver, gravel truck  
 driver, heavy truck  
 driver, line-haul  
 driver, logging truck  
 driver, long haul  
 driver, low-bed semi-trailer  
 driver, mobile concrete mixer  
 driver, ready-mix – construction  
 driver, ready-mix truck  
 driver, tow truck  
 driver, transport  
 driver, truck  
 driver, truck-trailer  
 dump truck driver  
 dumpster truck driver  
 explosives truck driver  
 flatbed truck driver  
 freight truck driver  
 fuel oil truck driver  
 gasoline truck operator  
 gravel hauler  
 gravel truck driver  
 hauler, gravel  
 heavy truck driver  
 hydrovac truck operator  
 LCV (long combination vehicle) driver  
 line-haul driver  
 liquid fertilizer truck driver  
 log hauler  
 log truck driver  
 logging truck driver  
 long combination vehicle (LCV) driver  
 long distance truck driver  
 long haul driver  
 long haul driver, groceries  
 long haul tractor-trailer driver  
 long haul truck driver  
 low-bed semi-trailer driver  
 mobile cement mixer driver  
 mobile concrete mixer driver  
 moving truck driver  
 moving van driver  
 muskeg tractor operator  
 oil transport driver  
 operator, gasoline truck

operator, truck  
ready-mix driver - construction  
ready-mix truck driver  
short haul truck driver  
shunt truck driver  
shunter - trucking  
shunter truck driver  
tank truck driver  
tow truck driver  
tractor-trailer driver, long haul  
tractor-trailer truck driver  
transport driver  
truck driver  
truck driver, bulk milk  
truck driver, cement - construction  
truck driver, dangerous goods  
truck driver, explosives  
truck driver, flatbed  
truck driver, freight  
truck driver, heavy truck  
truck driver, liquid fertilizer  
truck driver, long distance  
truck driver, long haul  
truck driver, ready-mix  
truck driver, tractor-trailer  
truck driver, truck-trailer  
truck mixer driver - construction  
truck operator  
truck owner operator  
trucker  
truck-trailer driver



## Job Bank

Home

> Explore Careers by Skills & Knowledge

> Explore Careers by Essential Skills

### Explore Careers by Essential Skills



**Employers place a strong emphasis on essential skills in the workplace.**

**Essential skills are used in nearly every occupation, and are seen as 'building blocks' because people build on them to learn all other skills.**

Each profile contains a list of example tasks that illustrate how each of the 9 essential skill is generally performed by the majority of workers in an occupation. The estimated complexity levels for each task, between 1 (basic) and 5 (advanced), may vary based on the requirements of the workplace.

#### How Essential Skills Profiles can help you!

The essential skills profiles can:

- Help determine, based on skill sets, which career may best suit a particular individual.
- Assist job seekers to write a résumé or prepare for a job interview.
- Help employers to create a job posting.

## Truck Drivers (NOC 7411)

Truck drivers operate heavy trucks to transport goods and materials over urban, interurban, provincial and international routes.

Expand All

Collapse All

### Reading

- Read instructions and other short text in log books and on labels and packaging, e.g. read about electrical shock hazards on labels affixed to batteries. (1)
- Read short notes from co-workers, e.g. read messages from dispatchers to learn about load drop-off locations. (1)
- Read Material Safety Data Sheets (MSDS) to learn how to safely handle hazardous materials they are transporting. (2)
- Read bulletins, memos and guidelines, e.g. read bulletins to learn about changes to operating procedures and read guidelines to learn about border crossing procedures and requirements for security clearances. (2)
- May read magazines and website articles, e.g. read trade magazines to broaden their knowledge of the trucking industry and stay current on new equipment and regulations. (3)
- Read a variety of manuals and handbooks, e.g. read user manuals to learn how to operate vehicle systems and diagnose, troubleshoot and repair equipment faults. (3)
- May read contracts, e.g. read contracts to learn about hourly tariffs, insurance requirements, load details and the responsibilities of carriers and customers. (4)
- May read regulations, e.g. read regulations governing items, such as the transportation of

dangerous goods, curfews, towing and requirements for pilot cars. (4)

### Document Use

- Locate data, such as speed limits and grades, on road signs. (1)
- Complete a variety of checklists, e.g. complete pre-trip and post-trip vehicle safety inspection checklists to record the operating condition of trucks. (1)
- Scan digital and paper-based roadmaps to determine driving routes and distances. (2)
- Locate data in a variety of tables, e.g. scan fuel tables to determine fuel consumption rates. (2)
- Enter data into a variety of forms, e.g. enter data, such as dates, times, locations, durations and quantities, into payroll forms, manifests and bills of lading. (2)
- Locate information, such as telephone numbers, hours of operation and locations, in dealer directories. (2)
- Complete drivers' daily log books by entering data such as odometer readings, dates, distances, cycles, load numbers, weights, locations, driving times, rest periods and hours of service. (3)
- May scan assembly drawings, e.g. scan assembly drawings to determine the location of hoses, couplings and fittings. (3)
- May study schematic drawings, e.g. scan wiring schematics to determine the location of fuses and to troubleshoot faults. (3)
- May complete complex forms, e.g. complete daily vehicle inspection reports and U.S. customs forms by checking boxes and entering data, such as identification numbers, security clearances, dates, times, weights, durations and addresses. (3)

### Writing

- Write short comments on a variety of forms, e.g. write descriptions of equipment faults on vehicle inspection forms. (1)
- Write reminder notes to co-workers, e.g. write notes to warn drivers about faulty equipment. (1)
- Write longer text entries in forms, such as logbooks, e.g. write logbook entries to describe unusual events that occur during trips. (2)
- May write reports, e.g. write detailed descriptions of accidents for use by insurance adjusters and police. (3)

### Numeracy

- May receive cash, credit and debit card payments for cash-on-delivery (COD) and make change. (1)
- Record expenses incurred during travel against categories of budgets. (1)
- Take a variety of measurements using basic tools, e.g. measure the width of loads using tape measures. (1)
- Compare readings of electrical energy, temperature and pressure to operating norms. (1)
- May calculate fees by multiplying distances traveled by per-kilometre rates. (2)
- Calculate expenses by adding the cost of meals, toll fees and other expenses incurred during travel. (2)
- Calculate summary averages, e.g. calculate average driving speed and rate of fuel consumption. (2)

- Analyze readings of electrical energy, temperatures and pressures to assess truck performance and troubleshoot faults, e.g. analyze energy and temperature readings to troubleshoot cooling system faults. (2)
- Estimate the time between pickups and deliveries. (2)
- Estimate the sizes and weights of loads. (2)

### Oral Communication

- Listen to communication over two-way and citizen band radios. (1)
- Talk to shippers and other drivers as they load and unload freight. (1)
- May talk to customers to respond to questions and provide details about shipping procedures and costs. (2)
- Talk to dispatchers, drivers and supervisors about a variety of topics, e.g. discuss work assignments and drop-off procedures with supervisors. (2)
- Participate in meetings, e.g. discuss safe work practices, routes and logistics during team meetings. (2)
- Exchange technical information with repairers, e.g. provide descriptions of equipment faults to help truck mechanics troubleshoot faults. (2)

### Thinking

- Encounter delays due to weather, traffic conditions and equipment malfunctions. They phone dispatchers and loading dock personnel to arrange for late arrivals. (1)
- Select travel routes. They consider timelines, loads, speed limits and road conditions. (1)
- Evaluate the safety of road conditions. They consider weather and road conditions, spaces between vehicles, speeds and the behaviours of other drivers. (1)
- Locate road and weather conditions by contacting travel hotlines, speaking with other drivers and reading advisories accessed using the Internet. (1)
- Locate travel routes by referring to maps and using global positioning systems (GPS). (1)
- Find that loads do not fit trucks. They adjust loads, try alternate loading methods and seek the assistance of co-workers. They request replacement vehicles if necessary. (2)
- Decide how loads should be positioned for cartage. They consider weights, load distributions and centres of gravity. (2)
- Evaluate the severity of vehicle faults to determine minor versus major defects. They consider pressure, temperature, energy readings, unusual vibrations, noises, odours and the outcomes of inspections. (2)
- May evaluate the performance of helpers, such as swampers. They consider their ability to assist with loading and unloading of merchandise. (2)
- Plan routes and timelines to make the most efficient use of resources and their time. Priorities are generally set out for them; however, in the event of truck breakdowns, they reprioritize tasks, co-ordinate with other drivers and possibly make arrangements to transfer loads to other vehicles. (2)
- Locate information about loads being transported by reading bills of lading and Material Safety Data Sheets (MSDS) and by speaking with dispatchers and customers. (2)
- Encounter equipment malfunctions, e.g. refrigeration system breakdowns. They assess the severity of the malfunctions and make repairs when possible. They contact dispatchers and repairers and provide information about the malfunctions. They wait for the equipment to be repaired or use replacement vehicles to transport the goods to their destination. (3)
- Decide if vehicles are safe to operate. They base their decision on the severity of equipment faults discovered during pre-trip, en-route and post-trip inspections. (3)

### Digital Technology

- Use calculators and personal digital assistant (PDA) devices to complete numeracy-related tasks, such as calculating rates of fuel consumption. (1)
- Use global positioning systems (GPS) to locate travel routes and estimate travel times. (1)
- May use fleet tracking software to send and record data, such as speeds, locations, routes and the status of equipment, such as auxiliary motors. (1)
- May use fleet tracking software to generate printouts of load information. (1)
- May use databases to access job assignments and forms. (2)
- May use fleet-management software to retrieve bills of lading and customer account information. (2)
- May use browsers and search engines to learn about road conditions and access weather advisories. (2)
- May use intranets and the Internet to access training courses and seminars offered by trainers, suppliers, employers, associations and sector councils. (2)
- May use hand-held and in-cab electronic logbook systems to track, email and fax information, such as load numbers, weights, locations, driving times, rest period requirements, hours of service and remaining drive times. (3)

### Additional Information

#### Working with Others

Long-haul truck drivers generally drive alone, although sometimes they drive with a partner or helper who assists with unloading. They may work as members of a team when loading and unloading large cargoes. Short haul drivers have a considerable degree of interaction with customers and supervisors. Truck drivers may also work in a team with dispatchers, office and maintenance staff.

#### Continuous Learning

Truck drivers continue to learn through their participation in a number of courses, such as Transportation of Dangerous Goods (TDG), Air Brakes Class 1, defensive driving and forklift training. They may also attend information sessions to learn about safety regulations and new machinery and trucks purchased by the company.

### Impact of Digital Technology

All essential skills are affected by the introduction of technology in the workplace. Truck drivers' ability to adapt to new technologies is strongly related to their skill levels across the essential skills, including reading, writing, thinking and communication skills. Technologies are transforming the ways in which workers obtain, process and communicate information, and the types of skills needed to perform in their jobs. In particular, truck drivers need basic digital skills to take advantage of fleet-management software, global position systems (GPS) and in-cab Internet access, which is becoming commonplace in the industry. For example, workers may use hand-held and in-cab electronic log book systems to track, email and fax information, such as load numbers, weights, locations, driving times, rest period requirements, hours of service and remaining drive times. Digital technologies also provide workers with tools, such as cellular telephones, that increase opportunities for verbal interaction. For example, they may call to confirm appointments and orders with customers and providers.

Technology in the workplace further affects the complexity of tasks related to the essential skills required for this occupation. For example, the sophisticated electronic circuitry of vehicles has increased the complexity of wiring schematics and other diagrams. In contrast, GPS devices make it easier to locate travel routes and estimate travel times. Workers can also complete forms, record data and calculate costs, material requirements, conversions, and rates with increased speed and accuracy using Web-based applications, specialized fleet-management software and handheld devices, such as personal digital assistants (PDAs). For example, a truck driver may use fleet tracking software to send and record data, such as speeds, locations, routes and the status of equipment (e.g. auxiliary motors).

[Source: Literacy and Essential Skills - HRSDC]

[Learn more about this occupation](#)

Date Modified: 2013-09-05



[Welcome to NOC \(/NOC/English/NOC/2011/Welcome.aspx\)](#)

→ [Quick Search - Result \(/NOC/English/NOC/2011/QuickSearch.aspx?val65=\\*\)](#) → Unit Group

## Unit Group

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### 9619 Other labourers in processing, manufacturing and utilities

This unit group includes labourers, not elsewhere classified, who perform material handling, clean-up, packaging and other elemental activities in processing, manufacturing and utilities. They are employed by companies that manufacture products such as clothing, footwear, furniture and electrical and electronic products and by printing and packaging companies.

#### Example Titles

bindery helper  
box packer  
carton marker  
chair sander  
clothing plant labourer  
electrical products labourer  
film cutter – film processing  
furniture packer  
garment folder  
labourer, shoe manufacturing  
lens blocker  
packager, machine  
seed packager  
sorter, recyclable materials  
upholsterer helper

[View all titles \(ViewAllTitlesQuickSearch.aspx?val=9&val1=9619&val65=\\*\)](#)

#### Main duties

Labourers in this unit group perform some or all of the following duties:

- Transport raw materials, finished products and equipment throughout plant manually or using powered equipment
- Check and weigh materials and products

- Sort, pack, crate and package materials and products
- Assist machine operators, assemblers and other workers
- Clean work areas and equipment
- Perform other labouring and elemental activities.

## Employment requirements

- Some secondary school education may be required.

## Additional information

- There is some mobility among occupations in this unit group.
- Progression to machine operating positions is possible with experience.

## Classified elsewhere

- Supervisors of labourers in this unit group (in [9227 \(ProfileQuickSearch.aspx?val=9&val1=9227&val65=\\*\)](#) *Supervisors, other products manufacturing and assembly* )
- *Supervisors, textile, fabric, fur and leather products processing and manufacturing* ([9217 \(ProfileQuickSearch.aspx?val=9&val1=9217&val65=\\*\)](#))

[Classification Structure - 9 \(Occupations.aspx?val=9\)](#)



[Welcome to NOC \(/NOC/English/NOC/2011/Welcome.aspx\)](#)

→ [Quick Search - Result \(/NOC/English/NOC/2011/QuickSearch.aspx?val65=\\*\)](#)

→ [Unit Group \(/NOC/English/NOC/2011/ProfileQuickSearch.aspx?val=9&val1=9619&val65=\\*\)](#)

→ [View All Titles](#)

## Results of "View all Titles"

**Results: 468**

[9619 \(ProfileQuickSearch.aspx?val=9&val1=9619&val65=\\*\)](#)

abrasive sheets inspector  
 acid bottler  
 acid-bottling machine tender  
 aircraft parts packager  
 aircraft parts wrapper  
 ampoule filler  
 ampoule inspector – pharmaceuticals and toiletries manufacturing  
 antichecking steel bander  
 assembly line general labourer  
 back padder – furniture manufacturing  
 bag liner – packaging  
 bagger, garments – garment manufacturing  
 bagging machine feeder  
 baler tender  
 baler tender – packaging  
 baler, cloth – textiles  
 balerworker  
 baling press tender – printing  
 ball weigher – toy manufacturing  
 band nailer – wood products  
 bander, crates  
 bander, paper goods  
 bandoleer straightener-stamper  
 barrel charrer  
 barrel liner, hand  
 barrel stave leveller – wood products manufacturing  
 barrel straightener  
 baseball glove shaper  
 battery acid dumper  
 battery plate offbearer  
 belt edge stainer  
 belt liner  
 belt maker, leather  
 bench worker – garment manufacturing  
 beveller – shoe manufacturing  
 binder helper – printing  
 bindery helper  
 bindery labourer  
 bindery machine feeder – printing  
 bisque cleaner – clay products  
 blackboard eraser maker  
 blister packer  
 blocker, lenses  
 blueprint trimmer-wrapper – printing  
 blueprinter helper – printing  
 boat assembly helper  
 boner, garments and hosiery  
 boot and shoe matcher  
 boot and shoe perforator  
 bottle sorter  
 bottom wheeler – shoe manufacturing  
 box factory labourer  
 box labeller  
 box marker – manufacturing

[http://www5.hrsdc.gc.ca/noc/english/hoc/2011/ViewAllTitlesQuickSearch.aspx?val=9&val1=9619&val65=\\*](http://www5.hrsdc.gc.ca/noc/english/hoc/2011/ViewAllTitlesQuickSearch.aspx?val=9&val1=9619&val65=)

box packer  
box sealer  
box-blank machine feeder  
broom cleaner and cutter  
broom trimmer  
buckle maker  
buffer, shoe parts  
bundle wrapper  
bundler – manufacturing  
bushing tender  
button assorter  
button marker  
button-sorting machine feeder  
cable insulator helper  
candle manufacturing labourer  
candle-wrapping machine tender  
carbon-rod-inserting machine feeder  
carton filler  
carton labeller  
carton marker  
carton stamper  
carton wrapper  
case filler  
case liner  
case marker  
case packer  
casket liner  
casket trimmer  
cement applicator – shoe manufacturing  
cementer, hand – shoe manufacturing  
cementer, knife parts – processing and manufacturing  
chair sander  
chair trimmer  
channel closer – shoe manufacturing  
clamp remover – wood products manufacturing  
cleaner and finisher, upholstery  
cleaner, ink fountains – printing  
cleaner, porcelain enamel products  
cleaner, processing equipment  
cleaner, spray booths  
clip-loading machine feeder  
cloth baler – textiles  
cloth cutter, hand  
cloth layer – garment manufacturing  
clothing plant labourer  
collator tender – printing  
collator-inserter tender – printing  
conveyor washer tender  
cooperage labourer  
core moulder  
core pipe extractor  
cotton roll machine tender  
coverer, furniture panels – furniture assembly  
coverer, luggage  
coverer, slip seats – furniture assembly  
crate bander  
crate liner  
crate marker  
crate packer  
crater – manufacturing  
crater, furniture  
crayon cutter  
crayon moulder  
creping machine operator helper  
cushion cementer – shoe manufacturing  
cushion filler – furniture assembly  
cushion stuffer – furniture assembly  
cut-out and marking machine tender – shoe manufacturing  
cutter, films – film processing  
cutter, padding – furniture assembly  
cutter, tiles  
deburrer – clock and watch manufacturing  
dipper and dryer, paper cones  
dipper, shoe parts  
dipping labourer  
door sander

drapery making labourer  
 drapery pleater, hand  
 drawstring inserter - garment manufacturing  
 dress finisher  
 dry cell remover - electrical equipment manufacturing  
 electric motor tester helper  
 electric motor testing helper  
 electrical insulator tester  
 electrical products labourer  
 elemental worker - packaging  
 emblem-fusing machine operator - garment manufacturing  
 embroidered fabric connecting thread cutter tender  
 embroidery frame mounter  
 embroidery machine charger  
 etcher helper - printing  
 eyeglass frame trimmer  
 eyeglass pad cementer  
 factory helper  
 factory labourer - manufacturing  
 factory labourer, garments  
 feather washer and dryer  
 feeder - printing  
 feeder, folding machine - printing  
 feeder, lithographic offset press  
 feeder, machine  
 feeder, pencil-tipping machine  
 feeder, pressing machine - garment manufacturing  
 feeder, printing press  
 feeder, screen printing machine  
 feeder, tubulating machine - glass products manufacturing  
 feeder, vacuum bottle exhaust machine  
 feeder, wood products machine  
 feeder, woodworking machine  
 filler, sporting goods  
 filler, stamps  
 film cutter - film processing  
 film mounter - film processing  
 film numberer - film processing  
 final assembler, garment manufacturing  
 finisher-sander - furniture manufacturing  
 finisher-trimmer - footwear manufacturing  
 flocker - garment manufacturing  
 floor attendant - bindery  
 floor attendant - printing  
 floor tile edge grinder  
 folder, garments - garment manufacturing  
 folder, parachutes  
 folderman/woman - printing  
 folding machine feeder - printing  
 footwear manufacturing labourer  
 former, shoe parts  
 forwarder - printing  
 furniture crater  
 furniture manufacturing labourer  
 furniture packer  
 furniture panel coverer - furniture assembly  
 garment bagger - garment manufacturing  
 garment factory labourer  
 garment folder  
 garment fringer - garment manufacturing  
 garment manufacturing final assembler  
 garment mender - garment manufacturing  
 garment notcher - garment manufacturing  
 garment packer - garment manufacturing  
 garment parts sorter - garment manufacturing  
 garment plant labourer  
 garment ripper - garment manufacturing  
 garment sorter - garment manufacturing  
 garment steamer - garment manufacturing  
 garment waterproofer - garment manufacturing  
 gathering machine feeder - printing  
 general helper - small electrical appliance assembly  
 general labourer - electrical equipment assembly  
 general labourer - light-fixture assembly  
 general labourer - manufacturing  
 general labourer, assembly line

glassfiber mat roller-packer  
 glove liner  
 glove pairer  
 glove turner, hand  
 golf club weigher  
 groover and turner - shoe manufacturing  
 hand cutter, cloth  
 hand inserter - printing  
 hand paper pad gluer  
 hand sander - furniture manufacturing  
 hand trimmer - garment manufacturing  
 hand trimmer - shoe manufacturing  
 handbag framer  
 handle mounter  
 hardener - optical instruments manufacturing  
 harness rigger, parachutes  
 hat and cap parts bundler  
 hat and cap perforator  
 hat brusher  
 hat liner  
 hat sizer  
 hat sorter  
 hat sweatband flanger  
 hat treator  
 heat-seal press pad assembler - furniture assembly  
 heddle examiner  
 heel compressor tender - shoe manufacturing  
 heel reducer - shoe manufacturing  
 heel scorer - shoe manufacturing  
 heel shaper - shoe manufacturing  
 helper - printing  
 helper, electric motor testing  
 helper, etcher - printing  
 helper, factory  
 helper, portable diamond drill and saw operator  
 helper, press - printing  
 helper, production painter  
 helper, protective signalling installer - manufacturing  
 helper, upholstery  
 helper, woodworking shop  
 hide and pelt processing labourer  
 incinerator plant tender  
 industrial washing machine tender  
 ink fountain cleaner - printing  
 inserter - printing  
 inserter, pail handles  
 inserter, springs - furniture manufacturing  
 insole filler - footwear manufacturing  
 installer helper, protective signalling - manufacturing  
 insulator tester  
 jewellery pickler and dipper  
 jogger - printing  
 label brander  
 label heat tacker  
 labourer - packaging  
 labourer - packaging company  
 labourer - printing  
 labourer - shoe manufacturing  
 labourer - tannery  
 labourer, bindery  
 labourer, boat assembly  
 labourer, box factory  
 labourer, candle manufacturing  
 labourer, cooperage  
 labourer, dipping  
 labourer, electrical appliance manufacturing  
 labourer, electrical products manufacturing  
 labourer, factory - manufacturing  
 labourer, footwear manufacturing  
 labourer, furniture manufacturing  
 labourer, furrier shop  
 labourer, garment factory  
 labourer, garment plant  
 labourer, general - electrical equipment assembly  
 labourer, general - manufacturing  
 labourer, hide and pelt processing

labourer, leather processing  
 labourer, packaging  
 labourer, packaging company  
 labourer, padding  
 labourer, shipyard  
 labourer, shoe manufacturing  
 lacer - footwear manufacturing  
 lacer - sporting goods manufacturing  
 last ironer - shoe manufacturing  
 layer-up - garment manufacturing  
 lay-up worker - garment manufacturing  
 leather belt maker  
 leather coater  
 leather glove worker  
 leather processing labourer  
 lens blank marker  
 lens block cleaner  
 lens blocker  
 lens hardener  
 level vial setter  
 liner, crates  
 liner, gloves  
 lining inserter, skates  
 link cutter - garment manufacturing  
 lithographic offset press feeder  
 lithographic press feeder, sheet metal  
 luggage handle maker  
 machine feeder  
 machine packager  
 marker, cartons  
 marker, crates  
 marker, pockets - garment manufacturing  
 marker, products  
 marker, shoe parts  
 masker  
 mechanical tester, insulators  
 mender, garment - garment manufacturing  
 mixer tender, brush materials  
 moulder, solid tires - toy manufacturing  
 nail cutter - shoe manufacturing  
 offbearer - printing  
 oil reclaimer  
 optical element cleaner  
 ornamental stone setter - jewellery manufacturing  
 packager - manufacturing  
 packager, machine  
 packager, seeds  
 packaging company labourer  
 packaging line worker  
 packer - manufacturing  
 packer, boxes  
 packer, cases  
 packer, furniture  
 packer, garments - garment manufacturing  
 padding cutter - furniture assembly  
 padding labourer  
 pail handle inserter  
 paint roller winder  
 paint stripper  
 painter helper, production  
 painter helper, shipyard  
 paper cone dipper and dryer  
 paper feeder, press - printing  
 paper sheet counter - printing  
 parachute folder  
 parachute preparer  
 paster, screen printing  
 pencil blank presser  
 pencil-tipping machine feeder  
 pickler and dipper, jewellery  
 piler - printing  
 pipe grader  
 plastic printer helper  
 plastic-packing machine tender  
 plastics masker  
 pocket marker - garment manufacturing

pocket-folding machine feeder-loader - printing  
polisher, shoe manufacturing  
porcelain products cleaner  
preparer, parachutes  
press assistant, reel replacer  
press helper - printing  
press paper feeder - printing  
presser, pencil blanks  
pressing machine feeder - garment manufacturing  
pressroom floor attendant - printing  
printer helper, wallpapers  
printing press feeder  
processing equipment cleaner  
product marker  
production painter helper  
production weigher  
putty applicator - furniture and fixtures manufacturing  
refrigerator crater  
relaster - shoe manufacturing  
rock splitter  
roller-packer, glassfiber mats  
sample clerk - fabric products  
sample room worker  
sander, doors  
sander, hand - furniture manufacturing  
screen printing machine feeder  
screen printing paster  
seed packager  
setter, level vials  
shank cementer - shoe manufacturing  
shell mould bonder  
shipyard labourer  
shipyard painter helper  
shoe manufacturing labourer  
shoe parts dipper  
shoe parts former  
shoe parts marker  
shoe repairer helper, factory  
silvering machine feeder  
slip seat coverer - furniture assembly  
smoothing machine tender - shoe manufacturing  
sock boarder  
sole edge stainer-finisher - shoe manufacturing  
sole-flexing machine tender  
sorter, garments - garment manufacturing  
sorter, recyclable materials  
sorter, shoe parts stock  
sorter, upholstery parts  
spike installer, golf shoes  
splitting machine tender - shoe manufacturing  
sporting goods filler  
spray booth cleaner  
spray painter helper  
sprayer, toes and heels - shoe manufacturing  
spreader, machine - garment manufacturing  
spring inserter - furniture manufacturing  
springer - furniture assembly  
stacker - printing  
stainer-finisher, sole edges - shoe manufacturing  
stamp filler  
stamper and labeller  
steam cabinet attendant - garment manufacturing  
stitch separator and simulator - shoe manufacturing  
storage worker - ice processing  
stripper, paints  
tender, baler - packaging  
tender, cotton roll machine  
tender, incinerator plant  
tender, smoothing machine - shoe manufacturing  
tender, tying machine  
thermostat capillary sealer  
thread laster - shoe manufacturing  
thread trimmer - garment manufacturing  
tie maker  
tile cutter  
toe and heel sprayer - shoe manufacturing

touch-up cleaner - furniture finishing and refinishing  
trimmer, brooms  
trimmer, chairs  
trimmer, thread - garment manufacturing  
trimmer, upholstery  
tubulating machine feeder - glass products manufacturing  
turner - garment manufacturing  
tying machine tender  
upholsterer helper  
upholstery cleaner and finisher  
upholstery trimmer  
vacuum bottle exhaust machine feeder  
wallpaper printer helper  
waterproofer, garments - garment manufacturing  
waxer, explosives manufacturing  
wedge, machine  
weigher, production  
weigher-counter  
weigher-manufacturing  
welt butter and tacker - shoe manufacturing  
winder, paint rollers  
wire bender, hand  
wire border assembler - furniture assembly  
wood products finisher - furniture manufacturing  
wood products machine feeder  
wooden box bander  
wooden coat hanger shaper feeder  
woodworking machine feeder  
woodworking shop helper  
wool puller - hide and pelt processing  
wrapper - manufacturing  
wrapper, bundles  
wrinkle remover - shoe manufacturing  
zipper repairer



## Job Bank

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> Explore Careers by Essential Skills

### Explore Careers by Essential Skills



**Employers place a strong emphasis on essential skills in the workplace.**

**Essential skills are used in nearly every occupation, and are seen as 'building blocks' because people build on them to learn all other skills.**

Each profile contains a list of example tasks that illustrate how each of the 9 essential skill is generally performed by the majority of workers in an occupation. The estimated complexity levels for each task, between 1 (basic) and 5 (advanced), may vary based on the requirements of the workplace.

#### How Essential Skills Profiles can help you!

The essential skills profiles can:

- Help determine, based on skill sets, which career may best suit a particular individual.
- Assist job seekers to write a résumé or prepare for a job interview.
- Help employers to create a job posting.

## Labourers in Processing, Manufacturing and Utilities (NOC 9611, 9612, 9613, 9614, 9615, 9616, 9617, 9618, 9619)

This profile includes the following occupations:

### Labourers in Mineral and Metal Processing (NOC 9611)

Labourers in this unit group perform material handling, clean-up, packaging and other elemental activities related to mineral ore and metal processing. They are employed in mineral ore and metal processing plants such as copper, lead and zinc refineries, uranium processing plants, steel mills, aluminum plants, precious metal refineries, cement processing plants, clay, glass and stone processing plants and foundries.

### Labourers in Metal Fabrication (NOC 9612)

Labourers in this unit group remove excess metal and unwanted materials from metal parts, castings and other metal products and perform other labouring activities. They are employed in structural steel, boiler and platework fabrication plants, heavy machinery manufacturing plants, sheet metal fabrication shops, shipbuilding companies.

### Labourers in Chemical Products Processing and Utilities (NOC 9613)

Labourers in this unit group carry out a variety of material handling, cleaning and routine general labouring activities. They are employed by petroleum and natural gas processing, pipeline and petrochemical, chemical and pharmaceutical companies, and by electrical, water and waste treatment utilities.

**Labourers in Wood, Pulp and Paper Processing (NOC 9614)**

Labourers in this unit group carry out a variety of general labouring and routine wood processing activities and assist pulp mill and papermaking machine operators. They are employed by pulp and paper, and paper converting companies, sawmills, planing mills, wood treatment plants, waferboard plants.

**Labourers in Rubber and Plastic Products Manufacturing (NOC 9615)**

Labourers in this unit group assist machine operators, transport materials and perform similar tasks.

**Labourers in Textile Processing (NOC 9616)**

Labourers in textile processing perform a variety of manual duties to assist in processing fibres into yarn or thread, or to assist in weaving, knitting, bleaching, dyeing or finishing textile fabrics or other textile products.

**Labourers in Food, Beverage and Tobacco Processing (NOC 9617)**

Labourers in this unit group perform material handling, clean-up, packaging and other elemental activities related to food, beverage and tobacco processing. They are employed in fruit and vegetable processing plants, dairies, flour mills, bakeries, sugar refineries, meat plants, breweries and other food, beverage and tobacco processing plants.

**Labourers in Fish Processing (NOC 9618)**

Labourers in this unit group perform clean-up, packaging, material handling and other elemental activities related to fish processing.

**Other Labourers in Processing, Manufacturing and Utilities (NOC 9619)**

This unit group includes labourers, not elsewhere classified, who perform material handling, clean-up, packaging and other elemental activities in processing, manufacturing and utilities.

▼ Expand All

▲ Collapse All

**Reading**

- Read notes from co-workers with directions for tasks to be performed on the next shift. (1)
- Read memos posted on the bulletin board concerning changes in policies or dates of meetings, such as union meetings. (2)
- Read instructions for operating equipment. (2)
- May read company procedures. (2)
- May read catalogues for information on new products and processes. (2)
- May refer to manuals such as the forklift manual or the dangerous goods manual. (3)

**Document Use**

- May read labels on supplies such as paints and chemicals. (1)
- May refer to shift schedules and work orders. (2)
- May read shipping and receiving forms and packing slips. (2)
- May refer to production charts. (2)
- May refer to pictures, such as illustrations showing cuts of meat or wine making steps. (2)
- May complete forms such as tally sheets to document information on different products.

(2)

- May enter numerical information about processes into operators' reports. (2)
- May interpret scale drawings such as blueprints of gas lines or pipe systems. (3)
- May read assembly drawings for machines, such as moulding machines. (3)

### Writing

- May make log book entries to record tasks completed. (1)
- May write notes to co-workers to document problems, such as a machine breakdown and write notes to mechanics describing the circumstances of the breakdown. (1)
- May write changes on worksheets, such as recording the substitution of materials. (1)
- May complete work orders and invoices. (1)
- May write memos to managers to order equipment and give reasons why it is needed. (2)

### Numeracy

#### Money Math

- May make small supply purchases for the company and receive change. (1)
- May prepare invoices for customers. This may involve calculating taxes and applying discounts. (3)

#### Scheduling, Budgeting & Accounting Math

- May schedule the time required to complete different tasks or determine the costs of material for a budget. (2)

#### Measurement and Calculation Math

- May weigh containers full of products to ensure they meet packaging weight standards. (1)
- May take temperature and pressure readings during the day by computer to ensure chemical products are meeting quality standards. (1)
- May measure the level of moisture in the final processed product. For example, they may take a wet sample and weigh it, dry it in the oven for three to four hours, weigh it again and subtract the two numbers to get the moisture reading. (2)
- May measure the density of a brew using a hydrometer and calculate the percentage of alcohol content. (3)

#### Data Analysis Math

- May monitor changes in temperature and pressure over a number of days to identify trends which may have an impact on product quality. (3)
- May plot changes to readings of pH levels in order to see patterns which may indicate potential problems in water treatment. They take action, such as adding or lowering percentages of lime, based on the readings. (3)

#### Numerical Estimation

- May estimate the appropriate amount of material to load into a machine, such as a fabric dyer machine. (1)
- May estimate the changes in time and temperature which will be required to correct a production fault. (2)

### Oral Communication

- May talk to truck drivers and railroad workers to get information or arrange for pickups. (1)
- Interact with co-workers to exchange information about tasks and to co-ordinate work. (1)
- Interact with supervisors to receive work orders. (1)
- May talk with customers to take orders or to answer questions about products and shipping. (1)
- May communicate with suppliers to get more information about their products. (1)
- Interact with supervisors to discuss conflicts. (2)
- May participate in staff meetings to discuss improvements in processes. (2)
- Communicate with co-workers regarding safety issues such as methods for extinguishing fires. (2)

### Thinking

#### Problem Solving

- May have to cope with improper labeling on boxes of chemical products which have just been packaged. They remove the faulty boxes from the line and send them for relabeling. (1)
- May encounter process problems, such as a casting problem which has impeded the flow of molten steel. They use long rods to clear the jam, working with intense heat and time pressure. (1)
- May find that conveyor belts shut down. They look for the source of the problem, such as broken parts or the accidental tripping of a switch. If the belts cannot be immediately restarted, they deal with products manually until repairs have been completed. (2)
- May realize that a product is not up to standard. They meet with operators and production managers to determine how the problem can be corrected. (2)
- May solve procedural problems which are affecting productivity. For example, if inappropriate equipment design allows rock to slip over the edge of the machine, the workers may creatively solve the problem by designing and installing metal side guards to stop the rock spillage. (3)

#### Decision Making

- May decide where to store items and when to begin clean up tasks. (1)
- May decide when to get additional materials to the production area. This decision is important since a bad decision can lead to production slowdowns because of lack of stock. (2)
- May decide what tools are most appropriate to fix a particular type of mechanical failure. Use of the wrong tool can damage machines. (2)
- May decide when to shut down machines which are not operating properly. (2)

#### Critical Thinking

Critical Thinking information was not collected for this profile.

#### Job Task Planning and Organizing

Labourers in processing, manufacturing and utilities follow priorities set by supervisors and sequence their tasks within that framework. Their tasks are generally repetitive. Disruptions may occur, such as the introduction of rush orders which cause their tasks to be reprioritized. Utilities labourers often work outdoors and face additional adjustments in their daily planning

because of adverse weather conditions. Job task planning and organizing is often affected by factors outside the workers' control. For example, fish processing labourers' job task planning and organizing is affected by the number of boats which come in. In days of heavy volume it is important for them to be well organized so that fish lots are not mixed up. (2)

### Significant Use of Memory

- May remember the processing time for a range of different products.
- May remember measurements for a brief period of time until they can be recorded in logs.
- May remember operating and lockout procedures for machines.
- May remember colour coding for products and codes for computerized equipment, such as weigh scales.
- May memorize regulations, such as fishery regulations.

### Finding Information

- Contact co-workers by phone to get information on production schedules and delays. (1)
- Contact managers and quality control workers to obtain information about process improvements. (2)
- Refer to the index of catalogues to find information on products. (2)
- Look at product specifications books to get information on changes which have been made to manufacturing and product specifications. (2)

### Digital Technology

- Use computerized equipment, such as weigh scales or labelling machines. They may also use computer-controlled equipment to monitor processes, such as casting. (1)

### Additional Information

Other Essential Skills:

#### Working with Others

Labourers in processing, manufacturing and utilities mainly work independently. They sometimes work with partners to carry out tasks which require co-operation, such as lifting heavy barrels or identifying the source of a gas leak. They are part of a larger team which includes operators and managers.

#### Continuous Learning

Labourers in processing, manufacturing and utilities learn continuously on the job. They take training in first aid and in the Workplace Hazardous Materials Information System (WHMIS). They take part in in-house training sessions to learn about new products or processes. They may also upgrade their knowledge through reading magazines related to their occupation or industry.

[Source: Literacy and Essential Skills - HRSDC]

[Learn more about this occupation](#)

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