**Bridging the Employment Gap Series**

**Clerical**

**Chart Aligning the Curriculum to the OALCF**

**Introduction**

This **Clerical** Curriculum was originally produced in 2008 as part of the **Bridging the Employment Gap** series of occupation-related manuals, and is aligned to the Essential Skills, as defined by Human Resources and Skills Development Canada (HRSDC). With the implementation in Ontario of the Ontario Adult Literacy Curriculum Framework (OALCF), Simcoe/Muskoka Literacy Network has now aligned all the curriculum manuals to the competencies, task groups, and complexity levels of the OALCF. While not all of the activities in this curriculum are tasks, in the truest definition, they have all been aligned for the benefit and convenience of practitioners and students who are using the curriculum.

The alignments were made using several assumptions and agreements:

1. The curricula are used by a student-tutor pair or by a group of students with a practitioner (paid or volunteer).
2. Competencies and task groups were selected based on the actual instructions to the practitioner **as written** for that activity. Suggested or optional steps and additional activities have not been aligned. If you include these optional steps or do the additional or suggested activities, additional competencies and/or changes to complexity levels may result.

In some cases, an instruction may be rather unclear. For example, an instruction may say to “use” one of the teaching aids or something from another resource; unless the instruction specifically states that the teaching aid would be given to or used with the student, we have assumed that it pertains to the practitioner only.

1. If the instructions say to use an activity from another section of the curriculum or from another curriculum, then it will be aligned in that curriculum, and you will need to consult the alignment chart for that section or curriculum.
2. Some of the activities are skill-building activities leading to a task or competency. Therefore, in some cases, a competency or task group has been selected based on the task or competency being developed.
3. In some activities, there is a fairly substantial amount of presentation and/or demonstration by the practitioner, and the student needs to use this information in associated activities afterwards. In this case, competency A3 will be included in the chart for that activity.
4. These curricula may be used with a tutor-student pair or in a group setting of several students and a practitioner. Throughout the curricula there are many activities where the practitioner asks simple questions of the students. Even though there may be more than one student present, the interchange needed to answer the questions is direct between the practitioner and the student answering. In this case, competency B1.1 has been selected.

If the activity instructions specify “Discuss” and it is clear that a more complex exchange of information and opinion is required, then B1.2 has been selected.

 Please contact us if you have any comments or suggestions about this alignment chart.

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|  **Clerical – Safety** |
| --- |
|  | **Competency** | **Find and Use information** | **Communicate Ideas & Information** | **Understand & Use Numbers** | **Use Digital Technology** | **Manage Learning** | **Engage With Others** |
|  | **Task Group** |  Read Continuous Text |  |  | Interpret Documents |  |  | Extract information from films, broadcasts and presentations | Interact with others |  |  | Write continuous text |  |  | Complete and create documents |  |  | Express oneself creativity | Manage Money |  |  |  Manage Time |  |  | Use Measures |  |  | Manage Data |  |  |
|   | **Task Group #** | **A1. 1** | **A1,2** | **A1.3** | **A2.1** | **A2.2** | **A2.3** | **A3** | **B1.1** | **B1.2** | **B1.3** | **B2.1** | **B2.2** | **B2.3** | **B3.1** | **B3.2** | **B3.3** | **B4** | **C1.1** | **C1.2** | **C1.3** | **C2.1** | **C2.2** | **C2.3** | **C3.1** | **C3.2** | **C3.3** | **C4.1** | **C4.2** | **C4.3** | **D.1** | **D.2** | **D.3** | **E.1** | **E,.2** | **E.3** | F |
| **Activity** | 1. Rights and responsibilities |   |  |  |  |  |  | ⚫ |  | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |   |   |   |
| 2. Everyone has a part to play |   |  |  |   |  |  | ⚫ |   | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  |   |
| 3. The employer plays a part |   | ⚫ |  |   |  |  | ⚫ |   | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  | ⚫ |
| 4. Hazards |   |  |  |   |  |  | ⚫ |   | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  |   |
| 5. Learn how to protect yourself |   |  |  | ⚫ |  |  | ⚫ |   | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |   |   |   |
| 6. Personal protective equipment |   |  |  | ⚫ |  |  | ⚫ |   | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  |   |
| 7. Safe operating procedures | ⚫ |  |  | ⚫ |  |  |   |   | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  | ⚫ |
| 8. Emergency procedures | ⚫ |  |  | ⚫ |  |  |   |   | ⚫ |  |  |  |  | ⚫ |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  | ⚫ |
| 9. Protecting yourself | ⚫ |  |  |   | ⚫ |  | ⚫ |   | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |   |   |   |
| 10. Reporting injuries |   | ⚫ |  |   |  |  |   |   |   |  |  |  |  |  |  |   | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |
| 11. Office safety |   |  |  |   |  |  |   | ⚫ |   |  |  |  |  |  |  |  |  |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  |   |
| Demo – Task 1 | ⚫ |  |  | ⚫ |  |  |   | ⚫ |   |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  | ⚫ |   |   |   |
| Demo – Task 2 | ⚫ |  |  | ⚫ |  |  |  | ⚫ |  |  |  |  |  | ⚫ |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  |   |
| What I Have Learned & Skills Practiced |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |

|  **Clerical – Collating** |
| --- |
|  | **Competency** | **Find and Use information** | **Communicate Ideas & Information** | **Understand & Use Numbers** | **Use Digital Technology** | **Manage Learning** | **Engage With Others** |
|  | **Task Group** |  Read Continuous Text |  |  | Interpret Documents |  |  | Extract information from films, broadcasts and presentations | Interact with others |  |  | Write continuous text |  |  | Complete and create documents |  |  | Express oneself creativity | Manage Money |  |  |  Manage Time |  |  | Use Measures |  |  | Manage Data |  |  |
|   | **Task Group #** | **A1. 1** | **A1,2** | **A1.3** | **A2.1** | **A2.2** | **A2.3** | **A3** | **B1.1** | **B1.2** | **B1.3** | **B2.1** | **B2.2** | **B2.3** | **B3.1** | **B3.2** | **B3.3** | **B4** | **C1.1** | **C1.2** | **C1.3** | **C2.1** | **C2.2** | **C2.3** | **C3.1** | **C3.2** | **C3.3** | **C4.1** | **C4.2** | **C4.3** | **D.1** | **D.2** | **D.3** | **E.1** | **E,.2** | **E.3** | F |
| **Activity** | 1. What is collating |   |  |  | ⚫ |  |  | ⚫ | ⚫ |   |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |   |   |   |
| 2. Number of piles = number of pages | ⚫ |  |  | ⚫ |  |  |   | ⚫ |  |  |  |  |  | ⚫ |  |   |   |   |  |  |  |  |  |  |  |  | ⚫ |   |   |   |  |  |  |  |  |   |
| 3. Out of order |   | ⚫ |  | ⚫ |  |  |  |   |  |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  | ⚫ |   |   |   |  |  |  |  |  |   |
| 4. Left to right |   |  |  | ⚫ |  |  |  | ⚫ |  |  |  |  |  | ⚫ |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  |   |
| 5. Pick up in order |   |  |  |  |  |  |  | ⚫ |  |  |  |  |  | ⚫ |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |   |   |   |
| 6. Stacking the piles |   |  |  |  |  |  | ⚫ |   | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  |   |
| 7. Staple and remove staples |  |  |  | ⚫ |  |  | ⚫ | ⚫ |  |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  |   |
| 8. Several ways to staple | ⚫ |  |  |  |  |  |   | ⚫ |  |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  | ⚫ |   |   |   |  |  |  |  |  |   |
| 9. Put it in order | ⚫ |  |  | ⚫ |  |  | ⚫ | ⚫ |  |  |  |  |  | ⚫ |  |   |   |   |  |  |  |  |  |  |  |  | ⚫ |   |   |   |  |  |  |   |   |   |
| 10. Prepare to collate | ⚫ |  |  | ⚫ |  |  |   | ⚫ |   |  |  |  |  |  |  |   |  |   |  |  |  |  |  |  |  |  | ⚫ |   |   |  |  |  |  |  |  |  |
| 11. Separate the piles |  |  |  |  |  |  |   |  ⚫ |   |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |
| 12. Checking your work | ⚫ |  |  |   |  |  |   |   |   |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  | ⚫ |   |   |   |  |  | ⚫ |   |   |   |
| Demo – Task 1 | ⚫ |  |  | ⚫ |  |  |  |  |   |  |  |  |  | ⚫ |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  | ⚫ |  |  |   |
| **Activity** | Demo – Task 2 | ⚫ |  |  |   |  |  |   | ⚫ |  |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  | ⚫ |   |   |   |  |  | ⚫ |  |  |   |
| Demo – Task 3 | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  | ⚫ |  |  |   |
| What I Have Learned & Skills Practiced |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |

| **Clerical - Photocopying** |
| --- |
|  | **Competency** | **Find and Use information** | **Communicate Ideas & Information** | **Understand & Use Numbers** | **Use Digital Technology** | **Manage Learning** | **Engage With Others** |
|  | **Task Group** |  Read Continuous Text |  |  | Interpret Documents |  |  | Extract information from films, broadcasts and presentations | Interact with others |  |  | Write continuous text |  |  | Complete and create documents |  |  | Express oneself creativity | Manage Money |  |  |  Manage Time |  |  | Use Measures |  |  | Manage Data |  |  |
|   | **Task Group #** | **A1. 1** | **A1,2** | **A1.3** | **A2.1** | **A2.2** | **A2.3** | **A3** | **B1.1** | **B1.2** | **B1.3** | **B2.1** | **B2.2** | **B2.3** | **B3.1** | **B3.2** | **B3.3** | **B4** | **C1.1** | **C1.2** | **C1.3** | **C2.1** | **C2.2** | **C2.3** | **C3.1** | **C3.2** | **C3.3** | **C4.1** | **C4.2** | **C4.3** | **D.1** | **D.2** | **D.3** | **E.1** | **E,.2** | **E.3** | F |
| **Activity** | 1. Tour - how it works |  |  |  | ⚫ |  |  | ⚫ | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |   |   |   |
| 2. Tour- label |  |  |  | ⚫ |  |  |  | ⚫ |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| 3. Tour - review |  |  |  | ⚫ |  |  |  | ⚫ |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| 4. Rules, rules, rules | ⚫ |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| 5. Letter size paper |  |  |  | ⚫ |  |  | ⚫ | ⚫ |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |   |   |   |
| 6. Legal size paper |  |  |  | ⚫ |  |  | ⚫ | ⚫ |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| 7. Choose the paper |  |  |  |  |  |  | ⚫ | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| 8. Platen glass |  |  |  |  |  |  | ⚫ | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| 9. Place paper accurately  |  |  |  |  |  |  | ⚫ | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |   |   |   |
| 10. Use arrows to locate |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 11. Placing the paper 1 |  |  |  | ⚫ |  |  | ⚫ | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 12. Placing the paper 2 |  |  |  | ⚫ |  |  |  | ⚫ |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |   |
| 13. On/off |  |  |  | ⚫ |  |  | ⚫ | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |   |   |   |
| 14. Control panel symbols |  |  |  | ⚫ |  |  | ⚫ | ⚫ |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| **Activity** | 15. How many |  |  |  | ⚫ |  |  |  | ⚫ |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |   |
| 16. Following written directions | ⚫ |  |  |  |  |  |  | ⚫ |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |   |
| 17. Check it |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |   |   |   |
| 18. Paper needed |  |  |  | ⚫ |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| 19. Loading paper | ⚫ |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |   |
| 20. 2-sided copying |  |  |  | ⚫ |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  | ⚫ |  |  |   |
| 21. Other specialized functions |  |  |  | ⚫ |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |   |   |   |
| Demo – Task 1 | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  | ⚫ |  |  |  |
| Demo – Task 2 | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |
| What I Have Learned & Skills Practiced |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |

|  **Clerical – Preparing Envelopes for Mailing** |
| --- |
|  | **Competency** | **Find and Use information** | **Communicate Ideas & Information** | **Understand & Use Numbers** | **Use Digital Technology** | **Manage Learning** | **Engage With Others** |
|  | **Task Group** |  Read Continuous Text |  |  | Interpret Documents |  |  | Extract information from films, broadcasts and presentations | Interact with others |  |  | Write continuous text |  |  | Complete and create documents |  |  | Express oneself creativity | Manage Money |  |  |  Manage Time |  |  | Use Measures |  |  | Manage Data |  |  |
|   | **Task Group #** | **A1. 1** | **A1,2** | **A1.3** | **A2.1** | **A2.2** | **A2.3** | **A3** | **B1.1** | **B1.2** | **B1.3** | **B2.1** | **B2.2** | **B2.3** | **B3.1** | **B3.2** | **B3.3** | **B4** | **C1.1** | **C1.2** | **C1.3** | **C2.1** | **C2.2** | **C2.3** | **C3.1** | **C3.2** | **C3.3** | **C4.1** | **C4.2** | **C4.3** | **D.1** | **D.2** | **D.3** | **E.1** | **E,.2** | **E.3** | F |
| **Activity** | 1. Experience sending letters |   |  |  | ⚫ |  |  |  | ⚫ |   |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |   |   |   |
| 2. Fold it in three | ⚫ |  |  | ⚫ |  |  | ⚫ | ⚫ |   |  |  |  |  | ⚫ |  |   |   |   |  |  |  |  |  | ⚫ |  |  |   |   |   |   |  |  | ⚫ |  |  |   |
| 3. What goes on an envelope | ⚫ |  |  | ⚫ |  |  |   | ⚫ |   |  |  |  |  | ⚫ |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  |   |
| 4. Parts of an address |   |  |  | ⚫ |  |  | ⚫ | ⚫ |   |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  |   |
| 5. Parts of the return address |   |  |  | ⚫ |  |  |   | ⚫ |   |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |   |   |   |
| 6. Decode the envelope | ⚫ |  |  | ⚫ |  |  |   |   |   |  |  |  |  | ⚫ |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  |   |
| 7. Abbreviations |   |  |  | ⚫ |  |  | ⚫ | ⚫ |   |  |  |  |  | ⚫ |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  |   |
| 8. Complete addresses |   |  |  | ⚫ |  |  |   |   |   |  | ⚫ |  |  | ⚫ |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  |   |
| 9. The right letter in the right envelope |   |  |  | ⚫ |  |  |   | ⚫ |   |  |  |  |  | ⚫ |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |   |   |   |
| 10. Envelopes with windows |   |  |  | ⚫ |  |  | ⚫ | ⚫ |   |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |
| 11. Self-addressed envelopes | ⚫ |  |  |   |  |  |   |   | ⚫ |  | ⚫ |  |  | ⚫ |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |
| 12. In the mail room |   |  |  | ⚫ |  |  | ⚫ | ⚫ |   |  |  |  |  | ⚫ |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |   |   |   |
| Demo – Task 1 | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |   |  |  |  |  |  |   |
| **Activity** | Demo – Task 2 | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| What I Have Learned & Skills Practiced |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |

|  **Clerical – Taking Telephone Messages** |
| --- |
|  | **Competency** | **Find and Use information** | **Communicate Ideas & Information** | **Understand & Use Numbers** | **Use Digital Technology** | **Manage Learning** | **Engage With Others** |
|  | **Task Group** |  Read Continuous Text |  |  | Interpret Documents |  |  | Extract information from films, broadcasts and presentations | Interact with others |  |  | Write continuous text |  |  | Complete and create documents |  |  | Express oneself creativity | Manage Money |  |  |  Manage Time |  |  | Use Measures |  |  | Manage Data |  |  |
|   | **Task Group #** | **A1. 1** | **A1,2** | **A1.3** | **A2.1** | **A2.2** | **A2.3** | **A3** | **B1.1** | **B1.2** | **B1.3** | **B2.1** | **B2.2** | **B2.3** | **B3.1** | **B3.2** | **B3.3** | **B4** | **C1.1** | **C1.2** | **C1.3** | **C2.1** | **C2.2** | **C2.3** | **C3.1** | **C3.2** | **C3.3** | **C4.1** | **C4.2** | **C4.3** | **D.1** | **D.2** | **D.3** | **E.1** | **E,.2** | **E.3** | F |
| **Activity** | 1. Experience answering phones |   |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  | ⚫ |   |   |   |
| 2. How many rings? |   |  |  |   |  |  | ⚫ | ⚫ | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  |   |
| 3. Answering the phone |   |  |  |   |  |  |   |   | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  | ⚫ |
| 4. May I speak to? |   |  |  |   |  |  |   |  | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  | ⚫ |
| 5. I’m sorry, unavailable |   |  |  |   |  |  |   |   | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |   |   |   |
| 6. Would you like to leave a message? | ⚫ | ⚫ |  |   |  |  |   | ⚫ |   |  |  |  |  | ⚫ |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  |   |
| 7. Pass it on |   |  |  |   |  |  |   |   | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  |   |
| 8. Memory games |   |  |  |   |  |  |   |   | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  | ⚫ |
| 9. Active listening |   |  |  |   |  |  |   |   | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |   |   | ⚫ |
| 10. Obstacles to good listening |   |  |  |   |  |  |   |   | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |
| 11. Guide words |   |  |  |   |  |  |  |   | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  | ⚫ |
| 12. Rude receptionist |   |  |  |   |  |  | ⚫ |   | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  | ⚫ |   |   | ⚫ |
| 13. What do you need? |  |  |  | ⚫ |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| **Activity** | 14. Message pad |  |  |  | ⚫ |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |  |
| 15. Where the information goes |  |  |  | ⚫ |  |  |  | ⚫ |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |  |
| 16. Spelling names | ⚫ |  |  |  |  |  |  |  | ⚫ |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |   |   | ⚫ |
| 17. Message boxes | ⚫ |  |  | ⚫ |  |  | ⚫ | ⚫ |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| 18. Write the number | ⚫ |  |  | ⚫ |  |  |  | ⚫ |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| 19. Take the message | ⚫ |  |  | ⚫ |  |  |  |  | ⚫ |  | ⚫ |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  | ⚫ |
| 20. Ending the call |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |   |   |  |
| 21. Further practice | ⚫ |  |  | ⚫ |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 22. Getting the main ideas |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| 23. Summarize the message | ⚫ |  |  | ⚫ |  |  |  |  | ⚫ |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 24. Message from an answering machine |  |  |  |  |  |  |  | ⚫ |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |
| 25. Role plays |  |  |  | ⚫ |  |  |  |  | ⚫ |  | ⚫ |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |   |   | ⚫ |
| 26. No message pads | ⚫ |  |  |  |  |  | ⚫ | ⚫ |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| Demo – Task 1 | ⚫ |  |  | ⚫ |  |  |  | ⚫ |  |  | ⚫ |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  | ⚫ |
| **Activity** | Demo – Task 2 | ⚫ |  |  | ⚫ |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  | ⚫ |  |  |   |
| What I Have Learned & Skills Practiced |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |

| **Clerical – Making Telephone Calls** |
| --- |
|  | **Competency** | **Find and Use information** | **Communicate Ideas & Information** | **Understand & Use Numbers** | **Use Digital Technology** | **Manage Learning** | **Engage With Others** |
|  | **Task Group** |  Read Continuous Text |  |  | Interpret Documents |  |  | Extract information from films, broadcasts and presentations | Interact with others |  |  | Write continuous text |  |  | Complete and create documents |  |  | Express oneself creativity | Manage Money |  |  |  Manage Time |  |  | Use Measures |  |  | Manage Data |  |  |
|   | **Task Group #** | **A1. 1** | **A1,2** | **A1.3** | **A2.1** | **A2.2** | **A2.3** | **A3** | **B1.1** | **B1.2** | **B1.3** | **B2.1** | **B2.2** | **B2.3** | **B3.1** | **B3.2** | **B3.3** | **B4** | **C1.1** | **C1.2** | **C1.3** | **C2.1** | **C2.2** | **C2.3** | **C3.1** | **C3.2** | **C3.3** | **C4.1** | **C4.2** | **C4.3** | **D.1** | **D.2** | **D.3** | **E.1** | **E,.2** | **E.3** | F |
| **Activity** | Introduction |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 1. Experience making calls |   |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |   |   |   |
| 2. Face to face versus on the phone |   |  |  |   |  |  | ⚫ |   | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  |   |
| 3. Voice and feelings |   |  |  | ⚫ |  |  | ⚫ |   | ⚫ |  |  |  |  | ⚫ |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  |   |
| Looking Up Phone Numbers |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 4. Vocabulary | ⚫ |  |  |   |  |  |   | ⚫ |   |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  |   |
| 5. Order in phone directories |   |  |  | ⚫ |  |  |   | ⚫ |   |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |   |   |   |
| 6. Before – after game |   |  |  |   |  |  |   |   | ⚫ |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  | ⚫ |
| 7. Phone index files |   |  |  | ⚫ |  |  |   | ⚫ |   |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  |   |
| 8. Find the lettered section |   |  |  | ⚫ |  |  | ⚫ | ⚫ |   |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |  |  |   |
| 9. File it and find it | ⚫ |  |  |   |  |  |   |   | ⚫ |  |  |  |  | ⚫ |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |   |   |   |   |
| 10. The phone directory |   |  |  |   | ⚫ |  | ⚫ | ⚫ |   |  |  |  |  | ⚫ |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |
| 11. Guide words |   |  |  |   | ⚫ |  | ⚫ |   | ⚫ |  | ⚫ |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  | ⚫ |
| 12. Skim to find the name |   |  |  |   | ⚫ |  | ⚫ | ⚫ |   |  |  |  |  |  |  |   |   |   |  |  |  |  |  |  |  |  |   |   |   |   |  |  |  |   |   | ⚫ |
| **Activity** | 13. Remembering the number |  |  |  |  |  |  | ⚫ | ⚫ |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| 14. 411 |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| 15. Internet 411 |  |  |  |  | ⚫ |  | ⚫ | ⚫ |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |   |
| 16. Internet 411 for a business |  |  |  |  | ⚫ |  |  | ⚫ |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |    |   |   |   |
| Planning The Call |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 17. Call | ⚫ |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |    |
| 18. Step 2 | ⚫ |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| 19. Plan the call | ⚫ |  |  |  |  |  | ⚫ |  | ⚫ |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| 20. Plan a second call | ⚫ |  |  |  |  |  | ⚫ |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |   |   |   |
| 21. Plan a third call |  |  |  |  |  |  | ⚫ |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |
| 22. Planning calls alone | ⚫ |  |  |  |  |  | ⚫ |  | ⚫ |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |
| 23. Reading from a script | ⚫ |  |  |  |  |  | ⚫ | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |   |   |   |
| 24. Write it yourself | ⚫ |  |  |  |  |  |  | ⚫ |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |
| Dialing The Phone Number |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 25. Rotary and touch tone | ⚫ |  |  |  |  |  |  | ⚫ |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |   |
| 26. 0, \*, and # |  |  |  | ⚫ |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| **Activity** | 27. Dial, line, hold, speaker phone, redial, and speed dial | ⚫ |  |  |  |  |  | ⚫ | ⚫ |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| 28. Dial tone |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |   |   |   |
| 29. Practice dialing |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |   |
| 30. Step 4 | ⚫ |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| 31. Long distance |  |  |  |  |  |  | ⚫ | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| 32. 911 |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |    |   |   |   |
| Phone Conversations |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 33. Identify yourself |  |  |  |  |  |  | ⚫ |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |   |   | ⚫ |
| 34. Courtesy |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 35. May I leave a message | ⚫ |  |  |  |  |  | ⚫ |  | ⚫ |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| 36. No slang | ⚫ |  |  |  |  |  | ⚫ | ⚫ |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  | ⚫ |
| 37. Role play calls | ⚫ |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |  |
| 38. Personal calls |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |   |   |   |
| 39. Step 7 |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| 40. Role play | ⚫ |  |  |  |  |  |  | ⚫ | ⚫ |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |  |  |   |
| **Activity** | Answering Machines |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 41. Be prepared |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  | ⚫ |  |  | ⚫ |
| Demo – Task 1 | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |   |   | ⚫ |
| Demo – Task 2 | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |  |
| What I Have Learned & Skills Practiced |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  | ⚫ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ⚫ |  |  |

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