

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:

- a) The curricula are used by a student-tutor pair or by a group of students with a practitioner (paid or volunteer).
- b) 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.

- c) 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.
- d) 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.
- e) 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.
- f) 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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Simcoe/Muskoka
Literacy Network



Clerical – Safety

Competency	Find and Use information							Communicate Ideas & Information								Understand & Use Numbers									Use Digital Technology			Manage Learning			Engage With Others							
	Read Continuous Text			Interpret Documents			Extract information from films, broadcasts and presentations	Interact with others			Write continuous text			Complete and create documents		Express oneself creatively	Manage Money			Manage Time			Use Measures			Manage Data				D .1	D .2	D .3	E .1	E .2	E .3	F		
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									
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					●								●																						●			

Competency	Find and Use information							Communicate Ideas & Information								Understand & Use Numbers									Use Digital Technology			Manage Learning			Engage With Others								
	Read Continuous Text			Interpret Documents			Extract information from films, broadcasts and presentations	Interact with others			Write continuous text			Complete and create documents			Express oneself creatively	Manage Money			Manage Time			Use Measures			Manage Data			D .1	D .2	D .3	E .1	E .2	E .3	T			
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	T			
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	●			●										●																									



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				D .1	D .2	D .3	E. 1	E. 2	E. 3	F	
																																						Task Group #
Activity	Demo – Task 2	●						●																														
	Demo – Task 3	●												●																								
	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									
	Read Continuous Text			Interpret Documents			Extract information from films, broadcasts and presentations	Interact with others			Write continuous text			Complete and create documents			Express oneself creatively	Manage Money			Manage Time			Use Measures			Manage Data			D .1	D .2	D .3	E .1	E .2	E .3	F				
Task Group #	A1. 1	A1. 2	A1. 3	A2. 1	A2. 2	A2. 3	A 3	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	●													●													●													

Clerical – Taking Telephone Messages

Competency	Find and Use information						Communicate Ideas & Information								Understand & Use Numbers									Use Digital Technology			Manage Learning			Engage With Others										
	Read Continuous Text			Interpret Documents			Extract information from films, broadcasts and presentations	Interact with others			Write continuous text			Complete and create documents			Express oneself creatively	Manage Money			Manage Time			Use Measures			Manage Data				D .1	D .2	D .3	E .1	E .2	E .3	T			
Task Group #	A1. 1	A1. 2	A1. 3	A2. 1	A2. 2	A2. 3	A 3	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											
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?				●			●																																

Clerical – Making Telephone Calls

Competency	Find and Use information							Communicate Ideas & Information								Understand & Use Numbers									Use Digital Technology			Manage Learning			Engage With Others							
	Read Continuous Text			Interpret Documents			Explain information from films, broadcasts and	Interact with others			Write continuous text			Complete and create documents			Express oneself creativity	Manage Money			Manage Time			Use Measures			Manage Data			D.1	D.2	D.3	E.1	E.2	E.3	F		
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				●			●	●																													●	

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			films, broadcasts and	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	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 #				●				●																															

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	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	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	●							●	●		●																													

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	Interact with others			Write continuous text			Complete and create documents			Express oneself creatively	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	Answering Machines																																					
	41. Be prepared							●																														
	Demo – Task 1	●													●																							
	Demo – Task 2	●													●																							
	What I Have Learned & Skills Practiced					●									●																							



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