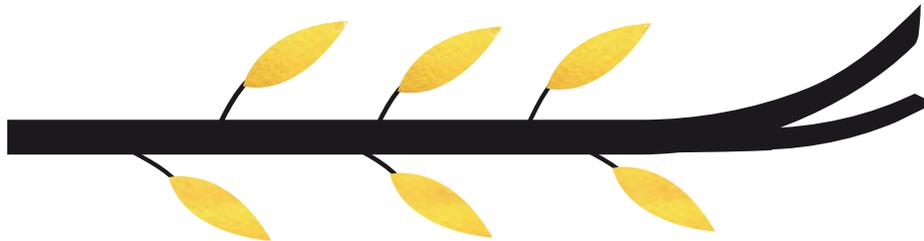


Assessor's Booklet: Writing Level 1



This Assessor's Booklet is divided into two parts.

Part One includes:

- Assessor's instructions for administering the Writing Level 1: Client Assessment Booklet.

Part Two includes:

- An introduction and detailed instructions for the client on the assessment process;
- Answers and explanations for each assessment task; and
- A section for the assessor to record a client's assessment results and observations.

Candidate's Name: _____

Date of Assessment: _____

Assessment Location: _____

Assessor's Name: _____

PART ONE

Assessor's Instructions

Please ensure that you have read the accompanying *Guide for Conducting an Essential Skills Needs Assessment* prior to administering any of the assessment booklets. The Guide provides a step-by-step process for conducting an informal Essential Skills needs assessment, including useful tips and suggestions.

This is an informal assessment tool that is intended to support career and employment counsellors to work with clients to help them better understand their **writing** skills strengths and areas that may require improvement. The assessment results will support making more informed decisions on developing training plans and performing job searches. In situations where formal test scores are needed to be compared to other test results or job skill requirements, the use of formal assessment tools may be more suitable.

- Each assessment question in this booklet is a typical workplace task that shows how writing skills are used in different jobs in Canada.
- The questions are organized in order of difficulty starting with simple tasks and progressing to more difficult ones.
- All tasks in this assessment are in open answer format – clients are to write their answers in the space provided after each question. There is no set length for the answers but some questions do have a suggested length (e.g. “write a short note” or “your answer should be no more than 1 or 2 sentences”). If clients require more room to write their answers, they can use the extra pages at the end of the assessment booklet.
- You may read the assessment **instructions** out loud and provide further explanation if required. It is important to encourage clients to read and complete the tasks **independently** so that a more accurate understanding of their abilities can be understood. **Once the client has completed as many tasks as possible on their own, you can assist them to complete the remaining tasks.**
- Clients are free to highlight or underline any information in the question.
- Clients are permitted to ask questions at anytime during the assessment.
- If clients have difficulty completing any of the tasks, suggest that he/she move on to the next task and return to it later.
- Inform clients that you will review all the tasks and answers together once they have completed the assessment.

- Use the Results and Observations section following each assessment task to:
 - record results;
 - identify the writing skills demonstrated; and
 - document any difficulties the client had in completing the tasks, such as problems understanding the task.

The Essential Skills Needs Assessment Summary table included at the end of this booklet, can be used to record all the results in one place and allows the assessor to re-use the booklet for other clients.

- It is recommended that clients successfully complete **7** of the **10** tasks to advance to the Writing Level 2 Booklet. If they do not achieve this, you should discuss what action they would like to take to improve their writing skills as part of a training plan or job search (e.g. take a course to upgrade their grammar skills).



PART TWO

Client Introduction *(as it appears in the Writing Level 1: Client Booklet)*

Writing is the ability to communicate a thought or idea by arranging words, numbers and symbols - whether on paper or on a computer. Writing skills are used in every job and in many aspects of life (e.g. writing memos, emails, letters and greeting cards).

You are about to complete a needs assessment for **Writing, Level 1**. This is not a test – it is an opportunity to help identify your writing skills strengths and areas you may want to consider improving. This information will help you to make decisions about job skills training and job searches.

Client Instructions *(as it appears in the Writing Level 1: Client Booklet)*

1. You will have an assessor present with you (i.e. an employment or career counsellor) while you complete the assessment. **Feel free to ask your assessor questions at any time.**
2. Each assessment question in this booklet describes a typical workplace task that shows how writing skills are used in different jobs in Canada.
3. All tasks in this assessment are in open answer format – there will be a space provided after each question for you to write out your answer. There is no set length but some questions will suggest that your answer be “short” or “between 1 and 2 sentences”. If you require more room for your answers, there are extra pages at the end of the assessment booklet.
4. If you have difficulty answering a question, you can move on to the next task and return to it later.
5. Take your time to complete the questions – there is no set time limit.
6. You can take a break at any point during the assessment. You can also choose to stop the assessment and have the option to re-schedule for another time.
7. Once you have completed all the questions, or as many questions as you can, your assessor will review them with you.

Here is a **sample** question to help familiarize you with the assessment format:

A tour guide has run out of BC Forest pamphlets to give to tour participants. Write a short note (about 1 or 2 sentences in length) to the office assistant requesting more pamphlets.

Sample Answer:

Please order more pamphlets on the BC forests since we are out of them.

Assessment Tasks

Question 1:

Mary, an office clerk, mailed an invoice to a client named Dave Simpson on January 31, 2011. The client's invoice number is 8012976. Mary needs to send an email to her co-worker in the accounting department to confirm that the invoice has been paid. In the space below, write a short email to the co-worker.

Sample Answer:

Good morning,

Can you please confirm whether you have received payment from Dave Simpson, invoice number 8012976. The invoice was mailed to Mr. Simpson on January 31, 2011.

Thank you,

Mary

Assessment Criteria:

- Did the client include all of the important information in the sample answer (i.e. the reason for the email; the client's name; and the invoice number)?
- Did the client use an appropriate tone and proper grammar and spelling?
- Was the note clear and easy to understand?

Results and Observations Section:

Writing Task	Writing that is less than a paragraph long Writing is intended to inform Content is about concrete, day-to-day matters
Occupation	NOC 1441 – Administrative Clerks
Writing Skill(s)	<input type="checkbox"/> Writes an email to a co-worker
Did the client complete the task successfully?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Did not attempt <input type="checkbox"/> Required assistance Comments:
Additional Observations	

Question 2:

A cooking assistant notices that the storage room is almost out of garlic, potatoes and lettuce. The assistant needs to write a note to the head chef to ask him to order these items as soon as possible. In the space below, write a short note to the head chef.

Sample Answer:

We are almost out of garlic, potatoes and lettuce. Can you please order more as soon as possible?

Thanks

Assessment Criteria:

- Did the client include all the items to be ordered?
- Did the client get the point across that the chef needs to order the items immediately?
- Did the client use an appropriate tone and proper grammar and spelling?
- Was the note clear and easy to understand?

Results and Observations Section:

Writing Task	Writing is less than a paragraph long Writing is intended to inform Writing is informal Content is about concrete, day-to-day matters
Occupation	NOC 6641 – Kitchen Helpers and Line Cooks
Writing Skill(s)	<input type="checkbox"/> Writes note to inform chef of items out of stock <input type="checkbox"/> Lists all items to be ordered <input type="checkbox"/> Uses appropriate tone, grammar and spelling
Did the client complete the task successfully?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Did not attempt <input type="checkbox"/> Required assistance Comments:
Additional Observations	

Question 3:

A hotel front desk clerk listens to the following voice mail from a potential guest:

“Good morning, I would like to make a reservation for November 23rd. My name is Robert Carlisle and you can reach me at (243)122-2312. Thank you.”

The clerk’s shift is ending and must leave a note for the clerk on the next shift with the details of the voicemail. Write a short note below:

Sample Answer:

Please call Robert Carlisle at (243)122-2312 about a reservation for November 23rd.

Answer Criteria:

- Did the client include all of the information that is in the sample answer?
- Did the client use an appropriate tone, proper grammar and spelling?
- Was the note clear and easy to understand?

Results and Observations Section:

Writing Task	Writing is less than a paragraph long Writing is intended to inform Writing is informal Content is about concrete, day-to-day matters
Occupation	NOC 6435 – Hotel Front Desk Clerks
Writing Skill(s)	<input type="checkbox"/> Describes purpose of the call <input type="checkbox"/> Includes all contact information <input type="checkbox"/> Uses proper tone, grammar and spelling
Did the client complete the task successfully?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Did not attempt <input type="checkbox"/> Required assistance Comments:
Additional Observations	

Question 4:

A printing machine operator receives a phone call from a client who wants to make a change to his print order. Modify the order form shown below so that it requests 100 copies in colour and 200 copies in black and white. Write a note (in the additional information section) to explain that the customer requested the change.

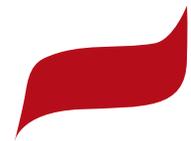
Zoom Printing Order Form	
Document number:	56-2007
Customer Name:	Jerry Wilson
Company Name:	Wakefield Distributing
Phone Number:	705-555-1234
Job Details:	Print 300 colour copies
Pick-up date:	June 13th, 8 a.m.
<u>Additional information:</u>	

Sample Answer:

Client has requested a change to the original print order. Please print 100 copies in colour and 200 in black and white. Thank you.

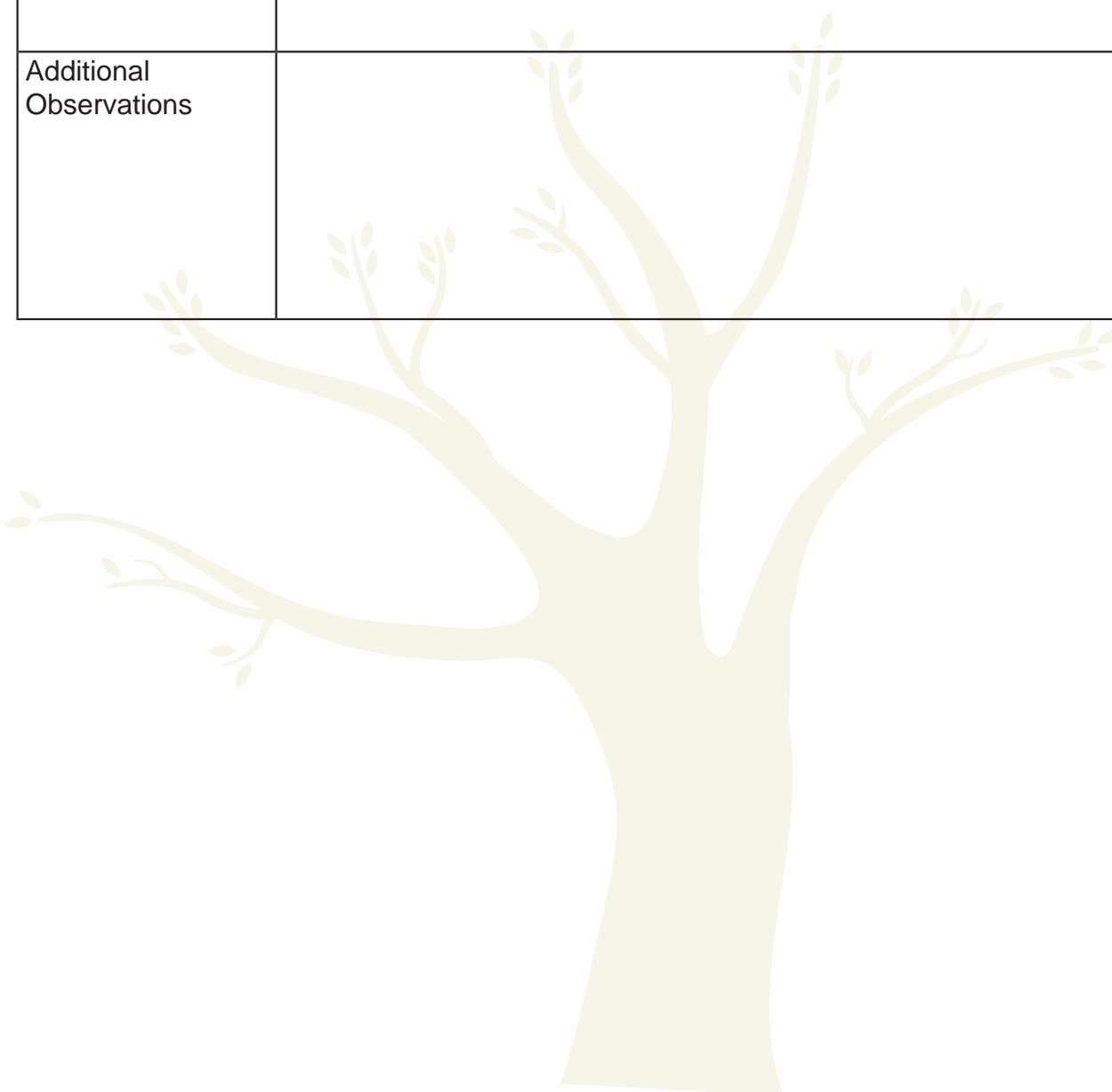
Answer Criteria:

- Did the client include all the necessary information?
- Did the client use an appropriate tone and proper grammar and spelling?
- Was the note clear and easy to understand?



Results and Observations Section:

Writing Task	Writing is less than a paragraph long Writing is intended to organize Uses pre-set format
Occupation	NOC 9471 – Printing Machine Operators
Writing Skill(s)	<input type="checkbox"/> Writes a brief comment on an order form <input type="checkbox"/> Includes all required information on the order form
Did the client complete the task successfully?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Did not attempt <input type="checkbox"/> Required assistance Comments:
Additional Observations	



Question 5:

A server at a restaurant is taking a customer's order. The customer would like 2 eggs with bacon and white bread, toasted without butter. The customer wants the eggs scrambled and the bacon very well done. Use the order slip below to write the customer's order so that it will be easy for the cook to understand.

Kitchen Order Slip	
Server: Sara	Time submitted: 9:05 a.m.

Sample Answer:

- 👉 2 scrambled eggs
- 👉 Bacon, very well done
- 👉 White toast, no butter

Answer Criteria:

- Did the client include all of the relevant information?
- Did the client use an appropriate tone and proper grammar and spelling?
- Was the note clear and easy to understand?



Results and Observations Section:

Writing Task	Writing is less than a paragraph long Writing is intended to inform Writing is informal Content is about concrete, day-to-day matters
Occupation	NOC 6453 – Food and Beverage Servers
Writing Skill(s)	<input type="checkbox"/> Records customer's order <input type="checkbox"/> Includes all information required <input type="checkbox"/> Makes all words understandable
Did the client complete the task successfully?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Did not attempt <input type="checkbox"/> Required assistance Comments:
Additional Observations	



Question 6:

Bob, a receptionist at a travel agency, receives a phone call from a client named Darryl Cross. Mr. Cross informs the receptionist that he will have to cancel his trip scheduled for January 12 because of a family emergency. Mr. Cross informs the receptionist that his travel reference number is 5684BTX.

The receptionist must write a note to Jane, the agent responsible for Mr. Cross's travel arrangements, to inform her about the cancellation. Use the space below to write a note to Jane (the note should be about 1 or 2 sentences long).

Sample Answer:

*Jane,
Darryl Cross called today to cancel his trip for January 12 due to a family emergency. His travel reference number is 5684BTX. Thanks.
Bob*

Answer Criteria:

- Did the client include all of the relevant information?
- Did the client use an appropriate tone and proper grammar and spelling?
- Was the note clear and easy to understand?

Results and Observations Section:

Writing Task	Writing is less than a paragraph long Writing is intended to inform Writing is informal Content is about concrete, day-to-day matters
Occupation	NOC 1441 – Administrative Clerks
Writing Skill(s)	<input type="checkbox"/> Includes all information required <input type="checkbox"/> Makes all words understandable
Did the client complete the task successfully?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Did not attempt <input type="checkbox"/> Required assistance Comments:
Additional Observations	

Question 7:

A mail carrier reads a note from her supervisor about a change to her regular mail delivery route.

Good morning,

As of today, please add the Harvest Manor retirement residence to your delivery route. The Harvest Manor is located directly across the street from the Mansfield Arms apartment. If you have any questions, feel free to drop by my office to discuss. Thanks.

Ed



This is the mail carrier's regular route plan:

- *Walk north on James Street until you reach Bailey Street.*
- *Turn left on Bailey Street and deliver to the "Mansfield Arms" apartment building.*
- *Turn left onto Springland Drive and deliver to the Cedar Woods apartment building.*

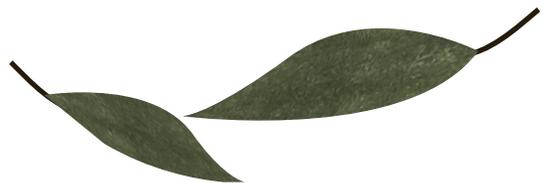
Re-write the mail route for the carrier so that it includes the Harvest Manor retirement residence.

Sample Answer:

- Walk north on James Street until you reach Bailey Street.
- Turn left on Bailey Street and deliver to the "Mansfield Arms" apartment building.
- Cross the street and deliver to the Harvest Manor retirement residence.
- Turn left onto Springland Drive and deliver to the Cedar Woods apartment building.

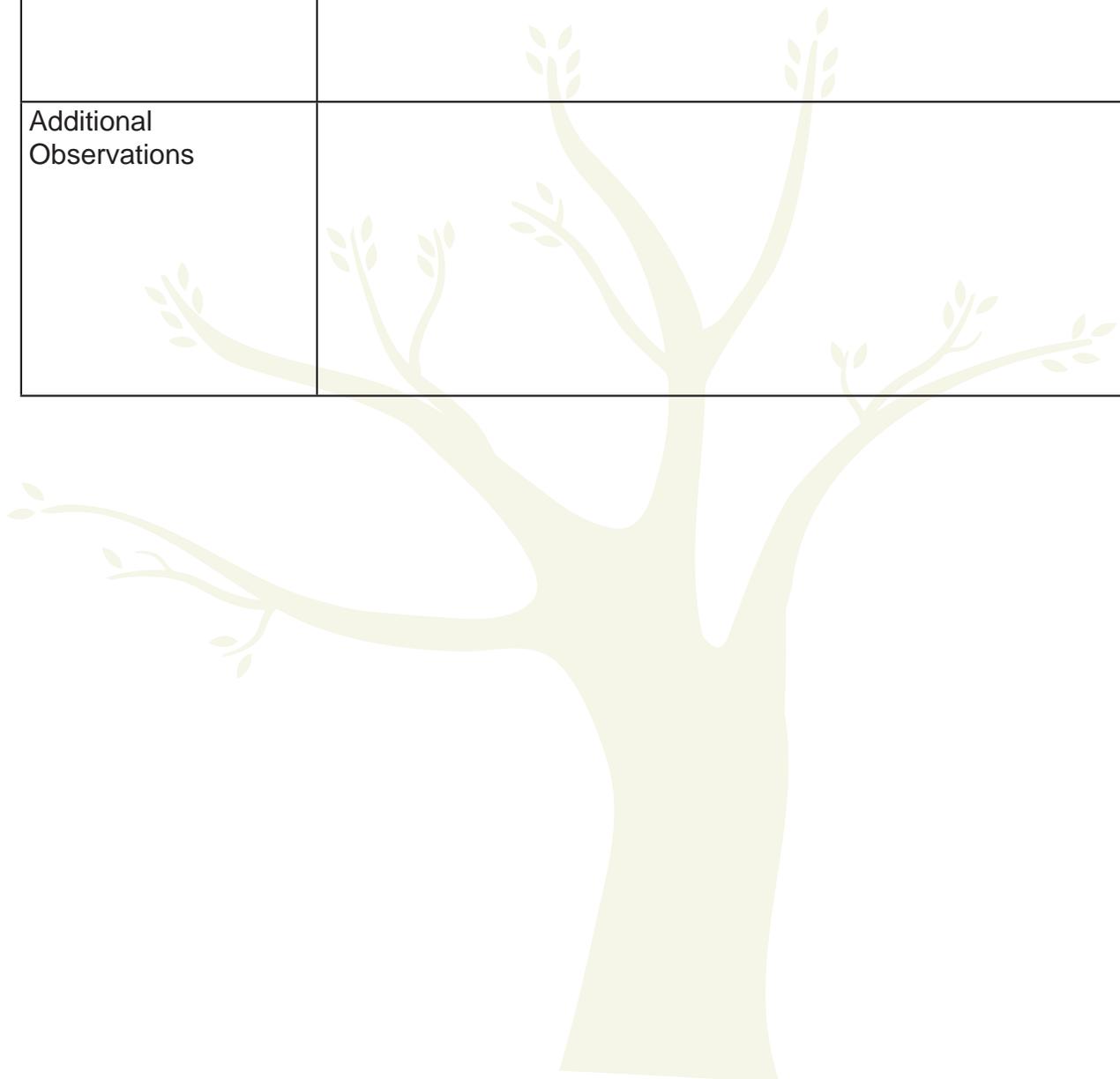
Answer Criteria:

- Did the client add the instruction to deliver for Harvest Manor?
- Are all of the directions in the right order?



Results and Observations Section:

Writing Task	Writing is less than a paragraph long Writing is intended to organize Writing is informal Content is about concrete, day-to-day matters
Occupation	NOC 1462 – Letter Carriers
Writing Skill(s)	<input type="checkbox"/> Re-writes route directions <input type="checkbox"/> Includes new directions in correct places
Did the client complete the task successfully?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Did not attempt <input type="checkbox"/> Required assistance Comments:
Additional Observations	



Question 8:

A ranch hand is going on a two week holiday and needs to leave a note for a co-worker who will be taking over some of her duties while she is away. One of the worker's daily tasks is mixing the feed for the horses. She mixes 3 parts soybean meal with 4 parts corn and 1 part nutrition mix. The mixture should never be changed because it could cause digestion problems for the horses.

Write a short note below to instruct the co-worker on how to feed the horses.

Sample Answer:

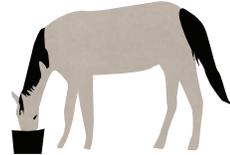
You will need to feed the horses every day using the following mixture:

■ 3 parts soybean meal

■ 4 parts corn

■ 1 part nutrition mix

Never change the mixture, it can upset the horses' stomachs.



Answer Criteria:

- Did the client include all of the relevant information?
- Did the client use an appropriate tone and proper grammar and spelling?
- Was the note clear and easy to understand?

Results and Observations Section:

Writing Task	Writing is less than a paragraph long Writing is intended to inform Writing is informal Content is about concrete, day-to-day matters
Occupation	NOC 8431 – General Farm Workers
Writing Skill(s)	<input type="checkbox"/> Includes the purpose of the note <input type="checkbox"/> Informs co-worker of formula required <input type="checkbox"/> Includes all ingredients in the mixture <input type="checkbox"/> Mentions that feed mixture should not be altered <input type="checkbox"/> Makes all words in the note understandable
Did the client complete the task successfully?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Did not attempt <input type="checkbox"/> Required assistance Comments:
Additional Observations	

Question 9:

A gardener will be transplanting a small tree tomorrow and reviews his notes to see what supplies he will need for the job:

First, dig around the roots of the tree with a shovel and then wrap them in a burlap sack and tie it with twine. Then, move the tree to its new spot using a wheelbarrow. Next, dig a hole a bit bigger than the root ball and place the wrapped tree in the hole. Put compost around the ball and water it gently using a watering can.

The gardener needs to write a brief note to the warehouse helper to ask him to prepare all the necessary supplies and have them ready by 9:00 a.m. tomorrow. Please write a short note in the space below.

Sample Answer:

Hi,

I will need the following supplies for a job tomorrow morning:

- a shovel,*
- a burlap sack,*
- twine,*
- a wheelbarrow,*
- a bag of compost, and*
- a watering can.*

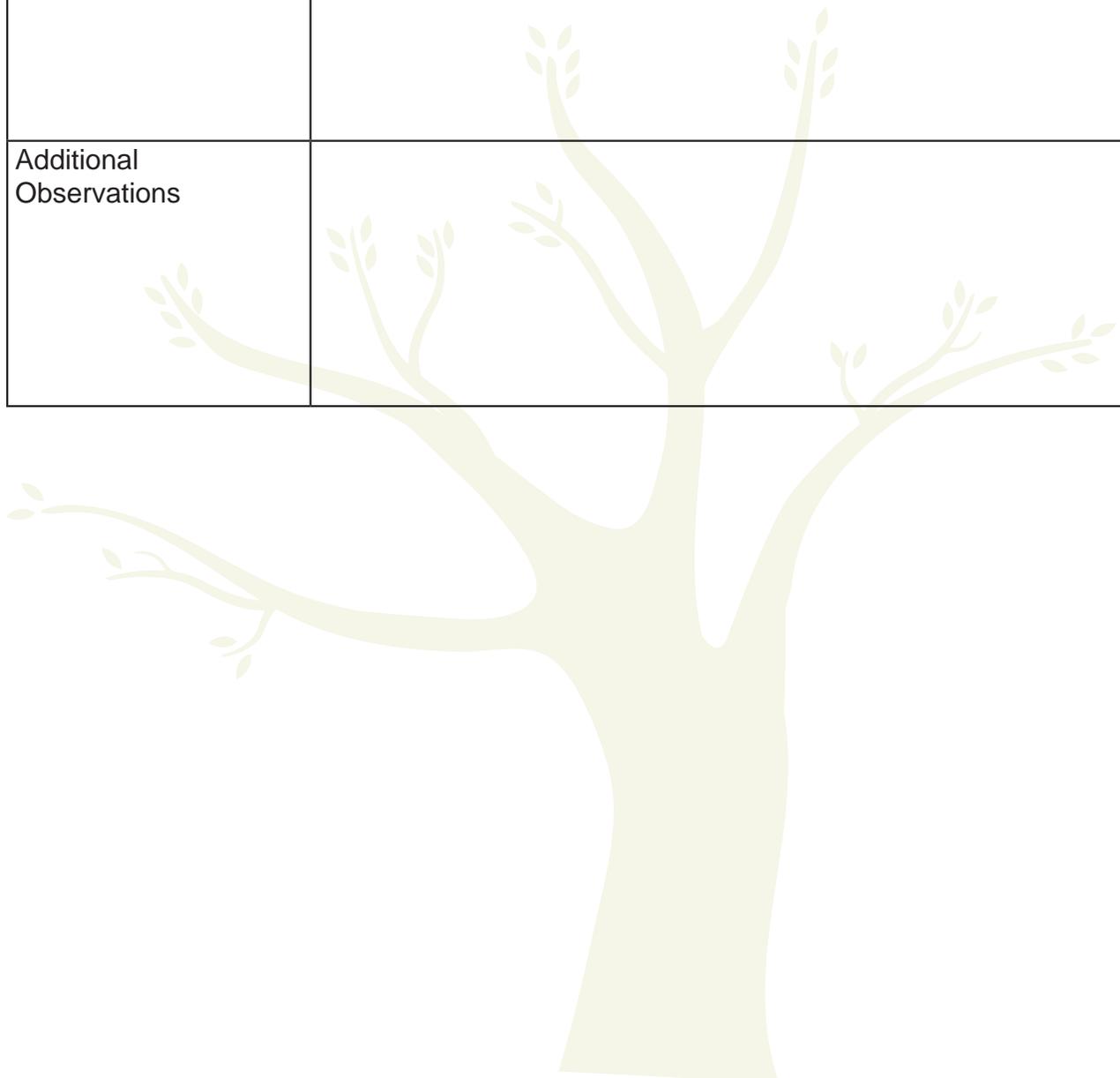
Please have the supplies ready by 9:00 a.m. Thank you.

Answer Criteria:

- Did the client include all of the required supplies?
- Did the client mention that the supplies needed to be ready by 9:00 a.m.?
- Did the client use an appropriate tone and proper grammar and spelling?
- Was the note clear and easy to understand?

Results and Observations Section:

Writing Task	Writing is less than a paragraph long Writing is intended to remind Writing is informal Content is about concrete, day-to-day matters
Occupation	NOC 8255 – Landscaping and Grounds Maintenance Contractors and Managers
Writing Skill(s)	<input type="checkbox"/> Writes a note to a co-worker requesting supplies for a job <input type="checkbox"/> Includes all necessary supplies and other important details <input type="checkbox"/> Makes all words understandable
Did the client complete the task successfully?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Did not attempt <input type="checkbox"/> Required assistance Comments:
Additional Observations	



Question 10:

A cashier at a grocery store is approached by a customer with a complaint. The customer explains that she has visited the store three times this week to purchase some Mean Bean Coffee and all three times she has been told that the product is sold out. The coffee has been advertised as “on sale” in the store window all week and the customer is frustrated that it is not available. She wants the supervisor to be told so that more coffee can be ordered for when she visits next week, and expects to pay the sale price.

The cashier needs to write a short note to the supervisor to report the customer’s complaint. Write the note to the supervisor.

Sample Answer:

A customer complained today that she has been to the store three times this week and each time, there were no cans of Mean Bean Coffee left on the shelves. The customer is frustrated and asked that you be informed about the situation so that the coffee can be ordered and available when she returns next week. She expects to pay the sale price.

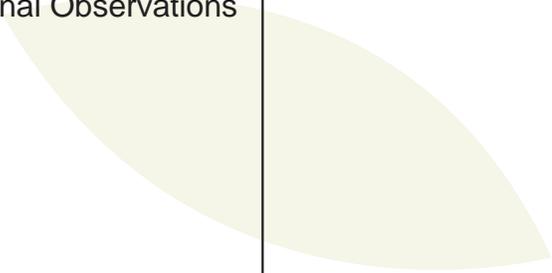
Answer Criteria:

- Did the client include all the main points of the customer’s complaint? Why the customer is unhappy and what can be done to fix the situation?
- Did the client use an appropriate tone and proper grammar and spelling?
- Was the note clear and easy to understand?



Mean Bean Coffee
SALE

Results and Observations Section:

Writing Task	Writing is less than a paragraph long Writing is intended to inform Writing is informal Content is about concrete, day-to-day matters
Occupation	NOC 6611 – Cashiers
Writing Skill(s)	<input type="checkbox"/> Informs supervisor of customer request by writing a short note <input type="checkbox"/> Conveys that more coffee needs to be ordered <input type="checkbox"/> Makes all words in the note understandable
Did the client complete the task successfully?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Did not attempt <input type="checkbox"/> Required assistance Comments:
Additional Observations	

ESSENTIAL SKILLS NEEDS ASSESSMENT SUMMARY

Use this **Essential Skills Needs Assessment Summary** table to conveniently record all the results in one place. The Summary can be shared with other intermediaries such as adult educators and skills trainers that can support the employment and training needs of the client. Written consent **must** be obtained from the client before sharing any of the assessment results.

Booklet: _____ Level: _____

Date of Assessment: _____

Location of Assessment: _____

Assessor Name: _____

Candidate Name: _____

Question 1	
Did the client complete the task successfully?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Did not attempt <input type="checkbox"/> Required assistance
Observations:	

Question 2	
Did the client complete the task successfully?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Did not attempt <input type="checkbox"/> Required assistance
Observations:	

Question 3	
Did the client complete the task successfully?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Did not attempt <input type="checkbox"/> Required assistance
Observations:	

Question 4	
Did the client complete the task successfully?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Did not attempt <input type="checkbox"/> Required assistance
Observations:	

Question 5	
Did the client complete the task successfully?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Did not attempt <input type="checkbox"/> Required assistance
Observations:	

Question 6	
Did the client complete the task successfully?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Did not attempt <input type="checkbox"/> Required assistance
Observations:	

Question 7	
Did the client complete the task successfully?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Did not attempt <input type="checkbox"/> Required assistance
Observations:	

Question 8	
Did the client complete the task successfully?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Did not attempt <input type="checkbox"/> Required assistance
Observations:	

Question 9	
Did the client complete the task successfully?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Did not attempt <input type="checkbox"/> Required assistance
Observations:	

Question 10	
Did the client complete the task successfully?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Did not attempt <input type="checkbox"/> Required assistance
Observations:	

I, _____, authorize my counsellor to share results of the Essential Skills needs assessment with anyone who is willing to assist me with my employment and training goals.

These results were collected through an informal Essential Skills Needs Assessment process and do not provide formal assessment scores. They are intended to be used to support employment and career counsellors to engage clients in a discussion about training objectives, such as skills upgrading programs. For more information, please refer to the Introduction to an Essential Skills Needs Assessment tool available at hrsdc.gc.ca/essentialskills.