

2014

# ESPORTFOLIO

USER GUIDE



## Contents

### PROFILE .....3

How do I add my photo to my Profile? .....3



### Manage Your Profile

#### Photo .....3

What should I put in my Short Biography? 3

How do I count years of Education? .....3

What are differences between Occupational Goal, Personal Goal, and Academic Goal?.....3

What are Profile Privacy Settings?.....3

#### INTEREST INVENTORY .....5

What should I do first – the Interest Inventory or the Skills Assessment? .....5

What happens if I don't answer all the questions?.....5

Can I do the Interest Inventory again later on? .....5

Can I choose a job that does not match my Interest Profile? .....5

#### SKILLS ASSESSMENT .....5

What is the difference between Self-Assessment and TOWES?.....6

When I click on "Connect to TOWES", nothing happens. Why? .....6

How do I get started on the Self-Assessment?.....6

Do I have to take the entire Self-Assessment at the same time? .....6

Do I have to take the entire TOWES assessment at the same time?.....6

What happens if I am not able to complete the TOWES assessment at one sitting?.....6

### PORTFOLIO..... 7

How do I start a Portfolio?..... 7

I am not sure what job I really want. Can I build more than one Portfolio at a time?.. 7

What is the difference between a Primary Portfolio and the other portfolios I am working on? ..... 7

What is the difference between a Portfolio and a Résumé?..... 7

How do I know which employers I have sent résumés to? ..... 8

I'm not sure what to write to show my skills in my portfolio. For some skills I think I could write until the cows came home.

For other ones I don't think I have anything to say. Can you help?..... 8

### LEARNING PLAN ..... 11

What are the most important skills to put in my Learning Plan?..... 11

Where can I find learning materials to help me improve my skills? ..... 11

How can I find which assignments I have completed and which ones are waiting to be done? ..... 12

Can I show which tasks are most important? ..... 12

I do my "schoolwork" at home, or at the library, or with my smartphone on the bus. Where can I get help if I don't understand something? ..... 12

Do you have other question about LEARNING PLAN? ..... 12

### OCCUPATIONS ..... 13

How does ESPORT know what jobs are available all across the country?..... 13

There are several jobs I am interested in. Can I work on Profiles for more than one at a time? ..... 13

ARCHIVE .....13

    How safe is it to put my driver's license or  
    an official letter in the Archive?.....13

    How can I take something out if I don't  
    want it in my Archive anymore? .....14

## PROFILE

Your PROFILE is a snapshot of who you are, where you are coming from, and what you are planning to accomplish. Include your photo on your Profile page. Let your personality shine through.

### Questions and Answers:

How do I add my photo to my Profile?

Willow Wisp



Click on [Manage Your Profile Settings](#) on your Profile page to add your photo.

What should I put in my Short Biography?

What do you tell people about yourself when you first meet them? Where you grew up? What you do with your spare time? What some of your favorite things are? Married? Children? Something about your personality? A big event in your life? Someone who has made a difference to you?

Don't go too deep. Strangers may see your Profile. Just give them hints about who you are.

How do I count years of Education?

The number of years you have spent in school. (Not grade number.)

What are differences between Occupational Goal, Personal Goal, and Academic Goal?

Occupational Goal. What kind of job do you want to be doing in two or five or ten years from now?

Personal Goal. What is important to you? To be independent? To raise your children in a happy home? To help people who can't help themselves? To be famous?

Academic Goal. To get a trade certificate? To get a high school diploma? To get a college diploma?

What are Profile Privacy Settings?

You can control what people see when you show them your Profile on ESPORT.

NOTE: Your choices on Profile Privacy Settings do not control what information appears on your résumé. To customize your résumé, you can **Save Resume as MS Word Document** on your Portfolio Page.

Do you have any other question about PROFILE?

Please use the contact form on the website if you have questions or suggestions regarding PROFILE. We greatly appreciate your questions and inquiries.

**Do you have suggestions?** Let us know how to improve this site. We value any and all feedback!

## INTEREST INVENTORY

Answer questions about things you like to do and the way you like to do them. Find occupations that appeal to you. Learn how much they pay, how much demand there is for the occupation, and who the employers are in your community.

What should I do first – the Interest Inventory or the Skills Assessment?

It doesn't really matter what order you do these in. It is like "What comes first, the chicken or the egg?"

Start with the fifty questions, and everything else will fall into place.

What happens if I don't answer all the questions?

If you skip one or more of the fifty questions, the system will not calculate your Interest Profile. It's easy to miss one, so go back and see which ones you've missed and answer them.

Can I do the Interest Inventory again later on?

You certainly can. Answer the fifty questions whenever you like, and ESPORT will recalculate your Interest Profile. Your new Profile will replace the old one in your records.

Can I choose a job that does not match my Interest Profile?

Absolutely. ESPORT will help you build a portfolio on any job you choose. It can be based on job category (health care, manufacturing, sales, etc.) or simply on what's available.

Do you have other question about INTEREST INVENTORY?

Please use the contact form on the website if you have questions or suggestions regarding INTEREST INVENTORY.

## SKILLS ASSESSMENT

Test or rate yourself on ten Essential Skills important for employment. Different occupations require different levels. Maybe your skills are just right for the job you are looking for. Or maybe you can improve your chances by improving your performance in a featured skill. TOWES, available with ESPORT, is the gold standard for measuring work-related Reading, Document Use, and Numeracy.

What is the difference between Self-Assessment and TOWES?

Self-Assessment questionnaires let you rate yourself on ten Essential Skills and sub-skills. This is not a test. The validity of your scores depends on how well you understand your own abilities.

TOWES is a test. It reliably measures Text Reading, Document Use, and Numeracy. "Reliably" means that if you take the test again tomorrow, you will get similar scores. If you take the test in three months, the test will show what progress you have made.

When I click on "Connect to TOWES", nothing happens. Why?

Most likely for one of two reasons:

- TOWES is not available in your program. (Discuss with your Facilitator.)
- Or
- You have already completed the TOWES assessment. Programs often make a second testing with TOWES available at a later date to demonstrate progress. (Discuss with your Facilitator.)

How do I get started on the Self-Assessment?

Click on the skill you want to assess in the "Results Table". Do the assessments in any order you want.

Do I have to take the entire Self-Assessment at the same time?

No, you don't. You *can* do all the items at one sitting. Or you can answer the questions for Computer Use on one day, Problem Solving on another day, And Writing on a different day again. You can also re-do your Self-Assessment of any one of the skills, and your new result will be recorded on the Results Form.

Do I have to take the entire TOWES assessment at the same time?

Yes, you do. To get your TOWES results, you have to answer all the questions at a single sitting. This will take two or more hours, and you are permitted to do this at your own pace. Once you have completed the TOWES assessment, your scores are locked in as a baseline. You can arrange to take the test a second or more times, but this will not change your baseline score.

What happens if I am not able to complete the TOWES assessment at one sitting?

If you do not complete the complete assessment, your session will be cancelled and you will have to schedule at another time. None of your results will be saved.

Do you have other question about SKILLS ASSESSMENT?

Please use the contact form on the website if you have questions or suggestions regarding SKILLS ASSESSMENT

## PORTFOLIO

Your Portfolio is a collection of evidence that demonstrates you are the applicant an employer is looking for. Test scores, life experience, job experience, courses, volunteering, certificates, testimonials, education, mentorships, and awards all demonstrate that you are ready to learn on the job you are hired for. As you build your Portfolio, ESPORT formats your information as a résumé that you can email with a cover letter to employers.

How do I start a Portfolio?

You have already started your Portfolio if you have completed your Profile page or done the Inventory or completed your Self-Assessment. But the Portfolio *really* starts when you choose an occupation that you want to develop the Portfolio for – when you have started recording your skills and experience as they relate to the skill and experience required for the job you want to have.

I am not sure what job I really want. Can I build more than one Portfolio at a time?

You can build up to five Portfolios at a time. One of those Portfolios will be your Primary Portfolio, but you can change that for another one at any time.

What is the difference between a Primary Portfolio and the other portfolios I am working on?

Your Primary Portfolio is the one attached to your current Learning Plan and Résumé. You can change to a different Primary Portfolio at any time and this will generate a different Learning Plan and Résumé. Work that you did on the original Primary Portfolio is saved. Your secondary Portfolios are all saved, just not at the top of the pile.

What is the difference between a Portfolio and a Résumé?

A Résumé is a summary of your Portfolio, prepared in a format that employers are familiar with. They can see at a glance what jobs you have had, what certificates and licenses you have earned, what volunteering you have done. If you save your test and self-assessment scores with your Life and Work Experience, these will appear in your Résumé, as well.



How do I know which employers I have sent résumés to?

Every time you email a résumé with cover letter to an employer, ESPORT saves the name of the employer, the person you sent the email to, the title of the job you applied for, and the date you sent the email. You can phone or visit the employer and tell them when you wrote to them. You can even bring a copy of the cover letter and your résumé.

I'm not sure what to write to show my skills in my portfolio. For some skills I think I could write until the cows came home. For other ones I don't think I have anything to say. Can you help?

A picture is worth a thousand words. In this case it will be an EXAMPLE. Have a look at what Willow Wisp wrote and try the EXERCISE. Let your Facilitator know if you are still having trouble.

**PORTFOLIO EXAMPLE**

Willow Wisp wants to show that she has what it takes to be a Nurse Aide. Here is part of what she wrote in her Life and Work Experience. The highlights show a pretty good match between the Document Use nurse aides often perform and what Willow knows she can do because of her experience.

Document tasks that nurse aides often perform	What Willow wrote in her Portfolio about Document Use
<ul style="list-style-type: none"> <li>Read signs and symbols, such as workplace hazardous materials information system (WHMIS) symbols.</li> </ul>	<p>At Harvey's, I have to read the WHMIS warnings on chemicals when it is my turn to wash out the johns.</p>
<ul style="list-style-type: none"> <li>Read lists of patient names, their requirements and care needs.</li> </ul>	<p>I read the orders and give them to the right people.</p>
<ul style="list-style-type: none"> <li>Read labels on medications and ointments, clothing and laundry chemicals.</li> </ul>	<p>When I was working for Mr Watson, I went to the drug store sometimes to collect his prescriptions. I checked against the list he gave me.</p>
<ul style="list-style-type: none"> <li>Read schedules of tasks to be performed and work schedules to know which shifts they are to work.</li> </ul>	<p>When I was a home helper for Mrs Saunders, we made out schedules for the week. Sometimes they were pretty complicated.</p>
<ul style="list-style-type: none"> <li>Complete forms such as patient care forms, medical test forms or hospital admission forms. (daily)</li> </ul>	<p>Sometimes I had to fill out forms for Mrs Saunders so I could collect registered mail or send things off by special delivery.</p>
<ul style="list-style-type: none"> <li>Read lists of patient names, their requirements and care needs.</li> </ul>	<p>I read the orders and give them to the right people.</p>
<ul style="list-style-type: none"> <li>Plot temperature and vital signs graphs on the clinical record form.</li> <li>Read and enter information about patients' background health, behavior and history of care onto charts and forms. (daily)</li> <li>May interpret drawings and figures when reading information about a procedure or about how to use a piece of equipment.</li> </ul>	<p><b><i>Willow didn't write anything about these other tasks because she didn't think she had any experience in these areas.</i></b></p> <p><i>However, these are things she should put in her Learning Plan. There are good reasons for her to learn about graphs, and forms, and diagrams if she wants to be a Nurse Aide. An important part of her Facilitator's job is to help her address these issues.</i></p>

PORTFOLIO EXERCISE

The left hand box below has a list of Oral Communication tasks for Nurse Aides. The right hand box has what Willow wrote to show she has the needed skills. **Write down the numbers of the tasks that Willow covered in her Portfolio.** Show them or email them to your Facilitator to find out if you agree.

Oral Communication tasks that nurse aides perform	What Willow wrote about Oral Communication
<ol style="list-style-type: none"><li>1. Listen to patients to make behavioral observations and to assess their needs.</li><li>2. Listen for ringing bells or patients calling for assistance. (daily)</li><li>3. Talk reassuringly to comfort patients.</li><li>4. Interact with co-workers to co-ordinate work activities, share information or request assistance. (daily)</li><li>5. Receive instructions from their supervisors. (daily)</li><li>6. Inform nursing staff or other supervisors of changes in patients' conditions. (daily)</li><li>7. Explain procedures to patients and respond to their questions and concerns. (daily)</li><li>8. Talk with patients' families and friends to greet them and exchange information.</li><li>9. Participate in staff meetings to discuss schedules, duties and patient care.</li></ol>	<p>Mrs Saunders got frustrated when I couldn't understand what she wanted. I got pretty good at listening. Sometimes she wanted her son to be with her, but he's dead. I used to let her talk for a while, then I would find a picture for her to explain it to me. Mrs Saunders' daughter told me that I found out more about her mother than she could ever find out.</p> <p>At Harvey's, I am really good at getting people to help each other instead of blaming each other. It's so much easier that way! Harvey's likes to put me on with people who argue all the time. I keep things peaceful</p>

**Do you have other question about PORTFOLIO?**

Please use the contact form on the website if you have questions or suggestions regarding **PORTFOLIO?**

## LEARNING PLAN

Have you identified a skill you want to upgrade to improve your qualification? A Learning Plan will help you organize your learning to target the job you are applying for.

What are the most important skills to put in my Learning Plan?

Two criteria:

- What are the most important skills for the job you are developing your portfolio for?
- Which of *your* skills fall below the requirements for that job?

One of the things that Willow Wisp did in building her Portfolio was to note of which of the common tasks she couldn't show examples of in her Portfolio. She and her Facilitator used those in selecting Learning Goals.

While she was preparing Document Use, she noticed that she hadn't said anything about *charts and graphs*, and this was important. Here is what she wrote in her Learning Plan:

**I want to improve my Document Use Skills by learning to:**

Read and enter information about patients' background health, behavior and history of care onto charts and forms. (Daily)

**To improve this skill:**

I can work with an experienced PSW until I can read the charts and forms and everything and know what they mean.

Where can I find learning materials to help me improve my skills?

Your Facilitator probably has years of experience and baskets and shelves full of learning materials. This may be your first approach.

Online courses from Edmentum®, (formerly PLATO Learning Inc.) or Authentic Materials will help you focus on the skills require for the job you want. Again: Talk to your Facilitator! There may be some registration involved.

PLATO Learning has been developing, refining, and modernizing computer-based learning materials for over thirty years. ESPORT and ESKILON have selected from this huge inventory of materials to customize courses meeting specific Essential Skills Needs of job seekers – *keyed to the jobs they are looking for*. These materials provide initial placement depending on your current skills, then take you at your own speed to the place you want to be. Since they are keyed to job requirements, you will be able to demonstrate that you have gained precisely the skills your job requires. Inquire from your Facilitator.

Authentic Materials are documents collected and classified by Human Resources and Skills Development Canada. They are workplace documents. Facilitators can find suggestions for using them on the site.

How can I find which assignments I have completed and which ones are waiting to be done?

Click on “COMMUNITY” on the top banner. Then scroll to “Assignments”.

Can I show which tasks are most important?

Yes. Click on an Active Skill in your Learning Plan. Then click either "High" or "Normal". The next time you open your Learning Plan, you will see immediately what needs your urgent attention.

I do my “schoolwork” at home, or at the library, or with my smartphone on the bus. Where can I get help if I don’t understand something?

Your Facilitator can see your work wherever he or she is – just like you can. And they can help. Get in the habit of sending notes and questions to your Facilitator using ESPORT’s communication features. Go to COMMUNITY in the top banner. Then scroll to **Send Message to Facilitator**. Once your facilitator knows they are going to be hearing from you, they start getting ready for the next question. *Note to Facilitators: Make a habit of checking on your clients’ progress and communicating with them. They may be shy about making the first approach. But if your clients know they are going to hear from you around a certain time, you can be sure they’ll be checking their smartphones.*

Do you have other question about LEARNING PLAN?

Please use the Contact Form on the website if you have questions or suggestions regarding **LEARNING PLAN**.

## OCCUPATIONS

Three ways to search for occupations: (1) match interests (2) search by category - health care, sales, finance, equipment operation, etc., or (3) or search by name - pet groomer, nurse aid, welder, or whatever you see advertised. ESPORT describes tasks performed in over 400 occupations so you when interview, you show you understand the job. ESPORT also provides information on what opportunities are open across the country.

How does ESPORT know what jobs are available all across the country?

ESPORT doesn't know, but the Government of Canada Job Bank does. When you click on Job Prospects for a particular job, ESPORT takes you to exactly where you want to be.

There are several jobs I am interested in. Can I work on Profiles for more than one at a time?

Click on PORTFOLIO on the top banner. Scroll to "Manage Portfolios". Click on "Set this as your Primary Portfolio". This will immediately allow to work on your choice as Primary Portfolio. When you want to go back to the first Portfolio repeat the process. Nothing is lost.

### **Do you have other question about OCCUPATIONS?**

Please use the contact form on the website if you have questions or suggestions regarding **OCCUPATIONS**.

## ARCHIVE

Scan and save certificates, testimonials, diplomas, or driver's license to attach and email with your Résumé or print up and take with you to an interview. Find information on job search, skills, or trade qualifications.

**I am a Facilitator and I have several websites I like to go to in addition to government sites to help my clients find jobs in their geographical area. Would you like me to share these with you?**

Absolutely! Please send the addresses. Also a sentence or short paragraph saying why your clients find this site useful. Please use the [Contact us](#) form.

How safe is it to put my driver's license or an official letter in the Archive? **These have signatures and personal information on them.**

Pretty safe, though nothing is completely safe. Think twice before sending documents with confidential information to employers. Once a document leaves the Archive it becomes public information.

How can I take something out if I don't want it in my Archive anymore?

Simple. Go to "My Files" in Archie. Put a tick in the box next to the item you want to remove. Click in the box that says "Delete Selected Files." Done.

**Do you have other question about ARCHIVE?**

Please use the **contact us** form on the [esportfolio.com](http://esportfolio.com) website if you have questions or suggestions regarding **ARCHIVE**.