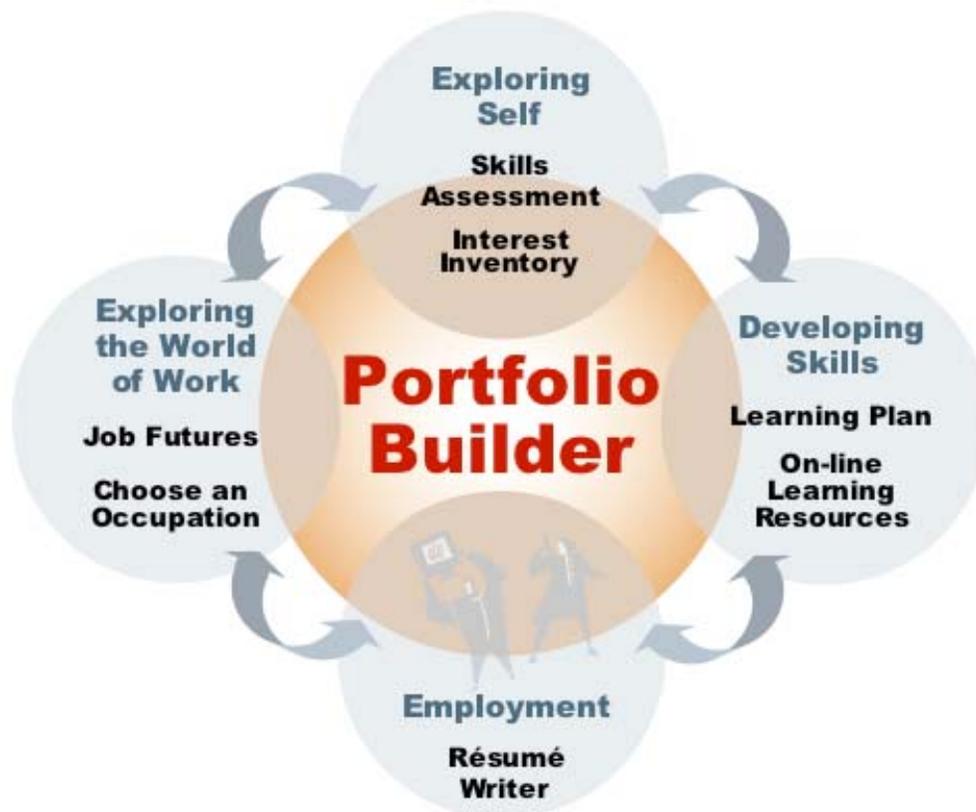




ESPORT™

Essential Skills Portfolio

ESPORT™ FACILITATOR'S GUIDE



<http://www.ESPORTfolio.com>

This is a *guide* for new facilitators who may not have had the formal training and a *refresher guide* for those who have. It will take them through the main features of ESSPORT™.

Table of Contents

What ESPORT™ is?	3
What ESPORT™ is not	3
Facilitation.....	3
ESPORT™ Background	3
Exploring Self	4
Registration - How to Register a New Client	4
Registered Clients Log On	5
How to Retrieve the Client's Password	6
Interest Inventory	7
Choosing an Occupation.....	8
Self-Assessment.....	8
Job Futures.....	10
Choose Occupation	10
Portfolio Building with Essential Skills	11
Personal/Account information.....	12
Education & Certification	12
Job History.....	12
Life and Work Experiences.....	12
Portfolio Tools.....	13
Developing Skills	14
Learning Plan	14
Online Learning Materials for the Learning Plan	15
Online Learning Materials.....	16
PLATO Learning courseware	16
Authentic Materials	16
Evaluating Academic Readiness for Apprenticeship Training.....	16
Employment.....	17
Send Resume	17
Facilitator's Client Journal	18
HELP FEATURE.....	19

What ESPORT™ is?

With the support of a facilitator, ESPORT is the means for a client to:

Investigate what sort of occupations are a good match for their personality (Interest Inventory); and what the opportunities are with this occupation (Job Futures).

Assess Essential Skills (Self-Assessment) and compare their assessed skill levels against the skills required for different occupations.

Choose an occupation based on interest, opportunity, and skills.

Document existing experience to demonstrate skills that may be required for an occupation (Portfolio). This process generates a résumé.

Plan strategies for closing the gap between the skill requirements of their chosen occupation and the skills the client already has and can document (Learning Plan)



What ESPORT™ is not

A totally automated system. *It requires a mixture of facilitation and independent study.*

Facilitation

ESPORT™ works best when an empathetic counsellor listens and helps clients explore interests and abilities they may not know they have, then helps them prioritize their learning to achieve their employment objectives.

ESPORT™ Background

ESPORT™ has been developed over several phases with support from Human Resources and Skills Development Canada (HRSDC), especially the Office of Learning Technologies and, most recently, the Workplace Partnerships Directorate. Extensive use is made of research and databases developed by Statistics Canada and HRSDC's Essential Skills Project. The current evaluation is supported by HRSDC and Service Canada. Programs participating in the evaluation include Immigrant Service Organizations, Aboriginal Human Resource Development Agreement holders (AHRDAs) working under the umbrella of Aboriginal Human Resource Development Council of Canada, the Newfoundland and Labrador Federation of Labour and affiliated unions, an Corrections Canada – Prairie Region, a Nova Scotia consortium of employment service organizations serving HRSDC clients, and the Ottawa John Howard Society and affiliates. Online learning materials articulated to the Essential Skills Profiles include materials produced by private sector – PLATO LEARNING, HRSDC – Authentic Materials, and the Ontario Ministry of Colleges and Universities – EARAT.



Planning and Tracking with ESPORT™ document: Track the learner’s progress by using the checklist located on the last page of this guide. (There are a variety of ways to navigate EXPORT™. However, we found that dividing the program into sections allows the learner to view all the sections in bite-sized chunks or ‘modules’.)

Exploring Self

The first module can be seen as three parts: Registration, Interest Inventory, and Setting Objectives.

Registration (15 mins?)	Adding the client to the ESPORT™ database.
Interest Inventory (30 mins?)	Learner answers fifty questions (15 mins?) and receives career suggestions. Facilitator and client discuss suggestions (15 mins?).
Setting Objectives (15 mins?)	Discuss ESPORT™ and effort involved with client. Negotiate time commitment (15 mins?).

Registration - How to Register a New Client

Before a client can begin working on ESPORT™, they need to be registered by their facilitator:

1. Facilitator opens up Administration account: <http://www.esportfolio.com/ESPORT/admin/login/>
2. Facilitator enters username and password as provided by the Site administrator
3. Click on “**Add Learner Account**”

Learner Accounts	Occupations	Learning Materials	Message System	PLATO	Help
<p>Wendy Reid [Sign Out] My Account Site Management Add Facilitator Account Add Learner Account</p>					
<div style="border: 1px solid black; padding: 10px;"> <p>Welcome Back Wendy</p> <p>You have successfully logged in to the administration component of ESPORT, the Essential Skills-Portfolio Occupational Readiness Training website.</p> <p>Your account status has been confirmed as: <i>SITE ADMINISTRATOR.</i></p> </div>					



4. Add Learner information

(Required)

Learner's First Name:

Learner's Last Name:

Email address (except LAN)

Learner's Password: Is Auto Generated

(Optional)

City:

Province / Territory:

Country:

- * Record Password on a sheet of paper or client's tracking sheet. Passwords are case sensitive.

Email Address : *

First Name : *

Last Name : *

Password : * 8HDR4C 6-12 characters

Address :

City : *

Province / Territory : * Ontario

Country : * Canada

5. Click on "Add Account "

- #### 6. Client receives account information by email. (LAN versions retrieve and print account information and put it in the client's paper file.)

Registered Clients Log On

1. Client opens program at: <http://www.ESPORTfolio.com>
2. Client clicks on Learner's Login

ESPOrt is an Essential Skills assessment and planning tool to help people prepare for entry level occupations.

ESPOrt, with PLATO, offers a supported learning program tailored to specific, targeted occupations.

3. Client enters username (e.g. janesmith) and password.

How to Retrieve the Client's Password

1. Open up your Administration account: <http://www.esportfolio.com/ESPORT/admin/login/>
2. Enter your User Name and Password
3. Click on "Learner Accounts"
4. Scroll down the page, until the Learner's Table is located. Find the Learner's name in the table and click on "Details".

Learner	Username	Logins	Portfolios	
Reid, Wendy	WENDYREID	5	1	Details 

5. User Name and Password are shown.

USER MANAGEMENT: Wendy Reid

Username: WENDYREID 

Password: XXXXXXXXXX

Interest Inventory

- Client can start with the **Interest Inventory**, though this is not required. Click to enter.



Home Interest Inventory Self Assessment Choose Occupation Portfolio Builder Learning Plan Logout

1 UnRead Messages in your [ESPORT InBox](#).

Hello Wendy,
You currently have **1 portfolio(s)** saved on this system.

Introduction

ESPORT (*Essential Skills Portfolio*) is a basic skills assessment and planning tool. It helps people who are preparing for entry level occupations. ESPORT-Plus, with PLATO, offers a supported learning program tailored to the occupation you choose. Explore this site in any order you want. The steps below will give you access to all the features.

- Click on **Questionnaire** on sidebar. The Questionnaire asks 50 questions designed to measure how the client's personality and interests relate to various occupations. Facilitator should talk client through the first few questions, until they feel comfortable on their own.



THE INTEREST INVENTORY

Questionnaire

Pattern of Interest Profile

Browse Occupations

View Detailed Report

About The Interests Inventory

- Click on **Pattern of Interest Profile** for recommended occupations. Briefly discuss some of the suggested occupations with your client.
- Browse Occupations** lets you look at other occupations.
View Detailed Report is a longer version of the Pattern of Interest Profile.
- About the Interest Inventory** will let you see the Job Futures for any of the suggested occupations.



The Interest Inventory has to be completed all at one sitting. Partial completion will be deleted.

Choosing an Occupation

This module is divided into three sections:

Self Assessment, Job Futures and Choose an Occupation

Self Assessment (1-1.5 hrs?)	Clients rate themselves with the ten Essential Skills. This will generate a skills 'gap analysis' when you investigate particular occupations.
Job Futures	Clients find out more about the occupations on their lists – rates of pay and how much demand there is.
Choose an Occupation	Detailed descriptions of Essential Skills required for hundreds of entry-level occupations. Also, search capacity.

Self-Assessment.

In the Learner's Login, click on "Self Assessment"



Home Interest Inventory **Self Assessment** Choose Occupation Portfolio Builder Learning Plan Logout

1 UnRead Messages in your [ESPORT InBox](#).

Hello Wendy,
You currently have **1 portfolio(s)** saved on this system.

Introduction
ESPORT (Essential Skills Portfolio) is a basic skills assessment and planning tool. It helps people who are preparing for entry level occupations. ESPORT-Plus, with PLATO, offers a supported learning program tailored to the occupation you choose. Explore this site in any order you want. The steps below will give you access to all the features.

- Emphasize that this is not a test. Its purpose is to get a rough idea where some of the client's strengths are. It will help them estimate how confident they are likely to feel with different occupations. It will also help them identify skills they may want to strengthen because they are required by the jobs that interest them.
- The first seven skill assessments are in the form of work-related scenarios and ordered by level of complexity. Levels of complexity or difficulty arrange these. Clients decide whether or not they would be comfortable performing the described task. Since there is some analysis involved in this, especially at the higher levels, some may be done in conversation with the facilitator – or even a fellow client

- You may want to print out in advance the texts for Reading, Document Use and Numeracy. To do this, click on “Download Self Assessment Documents” on the top of the Self Assessment page.

Self Assessment	Download Self Assessment Documents
Rate yourself in ten Essential Skills (Reading Text, Document Use, Writing, Numeracy, Oral Communication, Problem Solving, Decision Making, Job Task Planning, Finding Information, and Computer Use). Compare your skill levels with the levels required for different occupations.	



- To begin the assessment click on the Essential Skills name. For example click on “Writing” and the writing assessment appears.

SELF ASSESSMENT SKILL CATEGORIES Writing Oral Communication Problem Solving Decision Making Job Task Planning Finding Information Computer Use Document Use Reading Text Numeracy	Writing Assessment Questions
	<p>Writing Skills</p> <p>Some workers don't have to write very much. Maybe they just write a word or two to remind themselves or someone else to do something, or to remember something that happened. Other jobs require workers to write up short reports. Other workers have to write up information to explain something or to evaluate a situation or a product. Which of these examples look like you could do it? Which ones look too hard?</p> <p style="text-align: center;">PLEASE PROVIDE A RESPONSE TO THE FOLLOWING SITUATIONS</p> <p>1. <i>Couriers</i> write short notes to themselves about delivery routes.</p> <p style="text-align: center;"> <input type="radio"/> Yes, I can do this task! <input type="radio"/> This task is too difficult! </p>

- Encourage clients to work with pencil and paper before typing answers in the boxes.
- Clients should leave a box blank when the question is too hard and scroll to the bottom to click “Next”.
- Each skill can be assessed and saved separately. This means a client can complete the Self-Assessment in separate sittings.

**SELF ASSESSMENT
SKILL CATEGORIES**

Writing	3
Oral Communication	1
Problem Solving	3
Decision Making	3
Job Task Planning	2
Finding Information	1
Computer Use	3
Document Use	4
Reading Text	1
Numeracy	1

 **Client's Essential Skills Rating**

- There is some leeway as to what constitutes an acceptable answer, especially in the Reading Text. The facilitator should be willing to help a client decide if a response is correct or not - always reassuring the client that the assessment is low-stakes, and is only an attempt to get a ballpark skill level.

Job Futures

Find Job Futures linked almost anywhere that a job is described. Best to find out now if there is a need for the job, if the job requires academic credentials, or if the pay is not what you were hoping for.

Accommodation Service Manager (NOC: 0123, 0621, 0631, 0632, 0712)
JOB FUTURES



Choose Occupation

Before you can start a portfolio, you have to choose an occupation to build it on. You can make your selection from the **Interest Inventory** or from the **Choose Occupation** section. In Choose Occupation, occupations are displayed by category or through a search engine.

Home	Interest Inventory	Self Assessment	Choose Occupation
------	--------------------	-----------------	-------------------

1 UnRead Messages in your [ESPORT](#)

Hello Wendy,
You currently have **1 portfolio(s)** saved on this system.

THE INTEREST INVENTORY

Questionnaire
Pattern of Interest Profile
Browse Occupations

Pattern of Interests

Accommodation Service Managers plan, organize and manage accommodation establishments or of department interests for this occupation is "DMS". If you are interested, you can learn more.



Home	Interest Inventory	Self Assessment	Choose Occupation
------	--------------------	-----------------	-------------------

Hello Wendy,
You currently have **4 portfolio(s)** saved on this system.

Choose Occupation

In this section, users select occupations that they have assessed their own Essential Skills and browse jobs in the categories below.

Search Occupations

If you are not sure which category to browse, you can use the search option to locate specific trades.

Occupation Categories

- [Art, Culture, Recreation and Sport](#)
This category includes professional occupations including the performing arts, film and design, libraries and museums. It also includes...





If you use the search feature, search with a short form, like “cook” rather than a long form like “short order cook”. The short form will give you more choices.

Available information to assist this decision:

- **What are occupations suggested by the client’s Interest Profile?**
In the Interest inventory section, select the “ Pattern of Interest Profile”, reveals suggested occupations
- **What are the prospects and formal qualifications for that occupation?**
Click on Job Futures in any of several places including Choose Occupation, and Interest Inventory.
- **Is there a reasonable match with assessed skills?**
See Gap Analysis under Occupation in the Interest Inventory, or Skills Summary Analysis under Occupation chosen under Choose Occupation.
- **What other information might be of assistance,** such as jobs advertised locally, seasonal jobs, jobs available through networks, etc. Excellent information can be gleaned from the sector councils listed under Choose Occupation.

Facilitators should conference with their clients about which occupation they want to work on first to build a portfolio. (There is a limit of five at any one time, but it is good to start with only one.)

Click on “create a portfolio” in the occupation selected under Choose an Occupation or Interest Inventory.

Portfolio Building with Essential Skills

Once a client chooses an occupation, they can move onto **Portfolio Builder** and begin documenting their experience under the Essential Skills described in the selected occupation. Click on “Create a Portfolio” in the occupation selected, under Choose an Occupation or Interest Inventory

Dental Assistants

[Print Version](#) | [Create Portfolio](#)

Dental assistants assist dentists during the examination and treatment of patients and perform clerical functions. Most dental assistants work in dentists' offices. Others are employed by government or in educational institutions.



- Click on the following sections to start the portfolio building process.

**PORTFOLIO/RESUME AND
ACCOUNT PROFILE
TOOLS**

**Personal / Account
Information**

**Education &
Certificates**

Job History

**Life & Work
Experiences**

Portfolio Tools

Sample Resume

Learning Resources

Main Menu

- **Personal/Account information.** Mostly already filled in, from registration.



When clients add or change information in this section, it changes for any other portfolios they are working on. This is the same for Education and Certificates and Job History.

- **Education & Certification.** Clients can note diplomas, licenses (e.g. driver's license), certificates of appreciation, etc.
- **Job History.** Clients list jobs they have had. These will be sorted chronologically. (Many clients will have a spotty job history. Still, employers prefer to have this information up front, rather than being forced to dig for it.)
- **Life and Work Experiences.** This is the core of the portfolio. Clients examine how each of the Essential skills is used in the occupation(s) they have selected, then decide how they want to describe their own experience as it relates to that skill.

(a) Click on “skills/experiences” for the job selected. (This will bring up ten skills with summaries of ones the client has already examined.)

Trade:	Cashiers
Date created:	March 14, 2006
Skills:	You have not yet provided information that illustrates how you have the necessary experience to meet the requirements for this occupation. If you wish to add skills / experiences to your portfolio, you may do so at this time. skills / experiences

(b) Click on “Add” for the skill the client wants to work on.

1. Document Use *important skill* [ADD](#)

NO INFO SUPPLIED.
Enter any personal information that illustrates how you have the experience to meet the requirements of *Document Use* skills.

2. Numeracy *important skill* [ADD](#)

NO INFO SUPPLIED.
Enter any personal information that illustrates how you have the experience to meet the requirements of *Numeracy* skills.



(c) Read the description of how the skill is used in the selected occupation. Discuss with client how their work and life experiences demonstrate their competence in the skills required. Clients will discover that they have many experiences that parallel the ones called for. Help them write about that experience in the box. (**NOTE: The key skills for most occupations are listed under occupations in “Choose an Occupation” and “Other places”.**)



Check off each Essential Skill the client has completed on the Planning and Tracking

Portfolio building with Essential Skills (3-5 hrs)	Writing	4
	Oral communication	
	Problem solving	
	Decision making	
	Job task planning	
	Finding information	4
	Computer use	
	Document use	
	Reading text	4
	Numeracy	
	Use of memory	
	Working with others	
	Continuous learning	
Other		

Portfolio Tools

Shows all the occupations the client is building a résumé for and the tools available.

Labourers in Metal Fabrication **Job Futures**

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

Learning Plan Entries Exist? No [Edit](#)

Life & Work Entries Exist? No [Edit](#)

[View Resume Tools](#) [Delete Portfolio](#)



View Résumé Tools: Print, preview and save your résumé – See Employment section.

Delete Portfolio: Clients may work on up to 5 résumés at a time. If they have reached their limit and want to prepare a résumé for another occupation, they can delete one that no longer interests them and start a new one.

Developing Skills:

This module has three parts: Learning Plan, Revise Portfolio, and On-line Resources.

Learning Plan	Helps clients design and schedule activities to address skill gaps
Revise Portfolio	This is a continuous activity. Clients can make changes at any time
Online Resources	PLATO learning, Authentic Materials, EARAT

Learning Plan

At any time after a client has selected an occupation, they can start working on a **Learning Plan**. The Learning Plan shows which skills are likely to be in need of improvement according to the Self Assessment. It offers learning materials that may be useful in improving those skills. And it provides a format for clients to document a plan for working on those skills and creating a timeline for expected achievement.

To click on a Learning Plan for a targeted occupation:

- Click on “Learning Plan” in the banner at the top of the page.



- Click on the occupation you want to create a Learning Plan for – noting which are the most important skills. (The occupations listed are from your portfolio list.)



Receptionists and Switchboard Operators

Receptionists and switchboard operators greet people arriving at offices, hospitals and other establishments, direct visitors to appropriate person or service, answer and forward telephone calls, take messages, schedule appointments and perform other clerical duties. They are employed by hospitals, medical and dental offices and in other offices throughout the public and private sectors.

- Choose a skill the client wants to work on. A skill in bolded text means that it is very important for the job.

Though you exceed the "minimum" requirements of this occupation for the following skills, since your skill level does not yet meet the "maximum" requirements it is recommended that you update these skills if you are interested in this occupation.

- [Reading Text](#)
- [Numeracy](#)
- [Oral Communication](#)
- [Finding Information](#)

- Read the description of how these skills are used in this occupation.
- The Learner answers the questions in the Learning plan to help them improve the skill they have chosen.

Goals:
What part of Document Use skills do you want to improve?

Improvement Strategy:
How will you improve your Document Use skills?

Demonstration Methods:
How will you demonstrate to an employer that you have improved your Document Use skills?

Have the Learner ponder on the following, as they are answering the questions
How will you improve these skills? Working in a shop? Volunteering? Taking a course? Using on-site learning materials?



IMPORTANT: The client's first and foremost goal is to achieve competence in the skill AS DESCRIBED IN THE DESCRIPTION FOR THE OCCUPATION. As the client's grasp of the skill improves, they can note this in the Portfolio under Life & Work Experiences

Online Learning Materials for the Learning Plan

ESPORT™ may provide some suggested online learning resources. Read the Online Learning Material section to find out more about these products.

Online Learning Materials:

What learning materials will you use?

PLATO: Document Use Materials
EARAT Document Use Skillsheets
HRSD Authentic Materials

(Hint: use 'Ctrl' for multiple selections)

Online Learning Materials

- All these materials are available online. The Authentic Materials and EARAT materials are available on the ESPORT™ site. The PLATO learning materials are available on the separate PLATO learning Web Learning (PWLN) site. After choosing an occupation, follow the links on the left under Learning Plan.
- **PLATO Learning courseware** is Computer Assisted Instruction. Clients' work on specific lessons aligned to the specific objectives identified in a particular occupation and based on the Essential Skills. In most cases, pre and post-testing assures that users do not study what they already know, and that they receive recognition for what they learn.

(Administrator steps for assigning PLATO learning courses will be provided in a separate session, once facilitators and clients are comfortable with the ESPORT™ software.)

- **Authentic Materials** are real workplace documents collected by HRSDC. Most of these work best if you print them out so the client can have a paper copy.
 - a. Click on Learning Materials.
 - b. Click on Specific Authentic Materials
 - c. Follow the links for suggested usage.
- **Evaluating Academic Readiness for Apprenticeship Training (EARAT)** consists of supplemental learning materials for reading, writing, and mathematics. If you are considering using these, it is probably a good idea to print them out before use.

Employment

In this module, clients use the work they have done to identify and present themselves to prospective employers.



Identify employers	Find companies that employ people in the occupation the client has chosen. Use Internet, newspapers, word-of-mouth, agencies, and other information sources.
Send résumés	ESPORT™ helps clients format a covering letter and emails the letter and résumé to employers. You can also print out the formatted résumé to mail or present in person. Or you can save it as a text file and re-format it, as you like.
Interviews	Prepare for interviews using the résumé as a crib sheet.

Send Résumé (Résumé Tools)

In the **Portfolio Builder** section – click on “View Résumé Tools” to send the client’s résumé and cover letter.

Cooks	Job Futures
Cooks prepare and cook a wide variety of foods. They are employed in restaurants, hotels, hospitals and other health care institutions, central food commissaries, educational institutions and other establishments. Cooks are also employed aboard trains, ships and at construction and logging camps.	
Learning Plan Entries Exist?	No <input type="button" value="Edit"/>
Life & Work Entries Exist?	No <input type="button" value="Edit"/>
<input type="button" value="View Resume Tools"/>	<input type="button" value="Delete Portfolio"/>

In the Résumé tools section your client has the following options:

Preview Résumé - view the résumé as a HTML or MS Word formatted document

Save Résumé as an MS Word document - save a copy of the résumé in MS Word. This allows your client to access the résumé while they are not logged into this website. It also allows you to customize the résumé.

Send Résumé To Employers - send the text version of the résumé embedded in the email or send the MS Word formatted résumé

Attach MS WORD version? Yes

Employer Email:

Subject: Resume from - Wendy Reid

Message / Cover Letter: Dear Sir/Madam,
It has come to my attention that you are looking for a person in the field of Sales and Service - Visiting Homemakers, Housekeepers and Related Occupations.
I am very interested in this position, and have put together a resume that I would appreciate you taking the time to review.

Resume / Text Version: Resume prepared for - VISITING HOMEMAKERS, HOUSEKEEPERS AND RELATED OCCUPATIONS
Wendy Reid
wendy.reid@esportfolio.com

Send Resume Cancel / Reset

Insert employer’s email address. Modify the cover letter to include employer’s name (if known) and any other information the client may want to include in the letter. If you want to include the MS Word version of the résumé click on “yes” at the top of the page. Clicking “Send résumé” will email the cover letter and a text version of the résumé to the employer or the MS Word version if “yes” was selected.

FACILITATOR’S CLIENT JOURNAL :

Keep track of your client's progress by keeping daily records of their activities.

1. Login into your Facilitator’s Account:
<http://www.esportfolio.com/ESPORT/admin/login/>
2. Click on Learner’s Account at the top of the page
3. Scroll down to the Learner’s Table at the bottom of the page
4. Select your learner, click on Journal Entry



Username	Logins	Portfolios	
WENDYREID	73	4	<input type="button" value="Details"/> <input type="button" value="Journal Entry"/>

The Journal Entry box appears for your client. After meeting with your client record the details of your session in the box. Usually the journal entries are a paragraph or two, however the length of the journal entry depends on the agreements made between you and your organization.

Date :	<input type="text" value="June 09, 2006"/>
Client Account :	<input type="text" value="Wendy Reid"/> ▼
Journal Text :	<input type="text"/>

You may want to include the following items in the journal:

- Sections of ESPORT™ completed
- Client's reactions and feelings
- Goals for you and/or the client
- Client's achievements
- Completed Plato courses
- Challenges for you and/or the client
- Next steps – what have you planned for the next session

The Journal Entry keeps your Site Administrator informed on the progress of your client. Therefore it is very important to update journal the day you meet with your client.

HELP FEATURE:

If any of this is not clear, clients or facilitators can click on **“Contact Us”** at the bottom of ESPORT™ website . Describe the problem, and there will be a response within two business days.

A new facilitator may want a live telephone “walk through” of the system. Request this , and this will be arranged. If a facilitator (not client) wishes to talk about any problems or issues with ESPORT™ by telephone, this can also be arranged. Just mention it when sending off the form.