



Now and Tomorrow  
Excellence in Everything We Do

Skills and Employment  
Office of Literacy and Essential Skills

# Document Use Indicator

## A Guide for Employers

*This tool can be used by employers to learn more about the **document use** skills of their employees. It gives an indication of skill levels by providing examples of Level 1 and Level 2 assessment questions. Using this tool allows employers to:*

- *obtain useful information about the skills employees bring to the workplace;*
- *identify current employees' training needs; and*
- *improve workplace training to target specific skill areas for improvement.*

*The questions duplicate actual workplace tasks performed in a variety of occupations but they do not require specialized knowledge to be answered.*

### Instructions:

1. Ensure that employees read and understand the instructions prior to completing the Indicator.
2. Detach the *Correction Sheet* from the questions section.
3. Set a time limit for employees to complete the Indicator. Typically, it should take no more than 20 minutes to complete.
4. Mark the Indicator using the *Correction Sheet*, awarding one mark for each correct answer. Do not award partial marks.

### Helpful Tips:

- If you do not know the answer to a question, skip it and move on to the next question. You can always come back to it later.
- Use the Indicator to help identify areas in which you may need skills upgrading.
- Indicators are also available for other essential skills.
- If you did not achieve at least a Level 2 on the Indicator, you may want to consider upgrading your **document use** skills.

TEAR HERE





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# Document Use Indicator

## A Guide for Learners

The *Essential Skills Document Use Indicator* is a tool designed to help you better understand your **document use** skills. It consists of 10 examples of assessment questions to give you an indication of your skill level. The first 5 questions are easier (Level 1) and the next 5 are slightly more difficult (Level 2).

Essential skills levels range from Level 1 (basic) to Level 4/5 (advanced). You can use the Indicator to help identify if **document use** is an area where you might need some additional training. Improving your skills can help you perform your job more effectively or prepare for a career change.

The questions in the Indicator are based on actual **document use** tasks performed in the workplace. You **do not** need specialized knowledge to answer any of the questions.

Some questions require limited use of other skills. For example, you have to use **reading** skills to understand a **document use** question.

### Instructions:

1. Allow yourself no more than 20 minutes to complete the Indicator.
2. Write your answers directly on the Indicator in the space provided.
3. If you are marking your own Indicator, use the *Correction Sheet* provided at the back. Give yourself one point for each correct answer. Do not give yourself partial marks.

### Helpful Tips:

- If you do not know the answer to a question, skip it and move on to the next question. You can always come back to it later.
- Use the Indicator to help identify areas in which you may need skills upgrading.
- Indicators are also available for other essential skills.
- If you did not achieve at least a Level 2 on the Indicator, you may want to consider upgrading your **document use** skills.

## Literacy and Essential Skills—for LEARNING, WORK and LIFE

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[hrsdc.gc.ca/essentialskills](https://hrsdc.gc.ca/essentialskills).

# DOCUMENT USE INDICATOR

## LEVEL 1

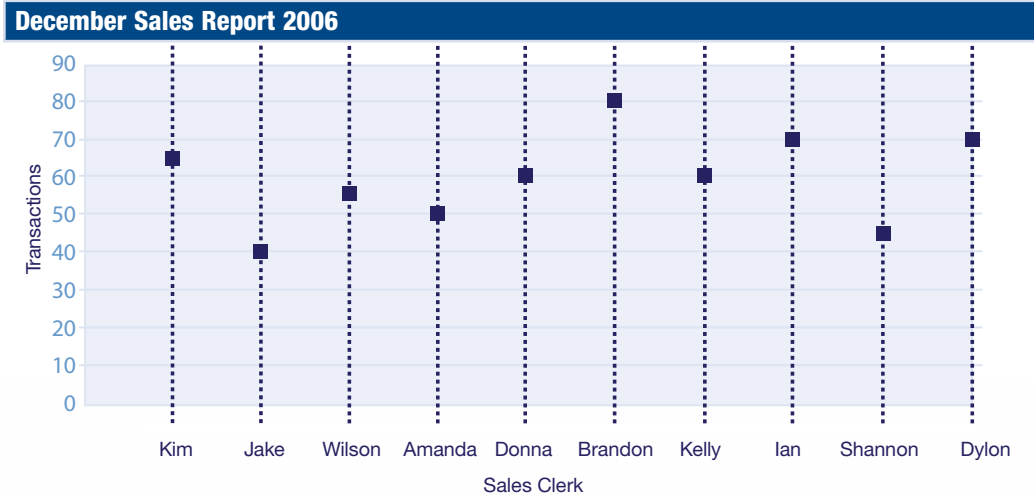
### Question # 1

Which symbol represents corrosive material?  
*Circle or underline your answer in the hazardous materials table below.*

HAZARDOUS MATERIALS			
 <b>CLASS A</b> Compressed Gas	 <b>CLASS B</b> Flammable and Combustible Material	 <b>CLASS C</b> Oxidizing Material	 <b>CLASS D-1</b> Poisonous and Infectious Material (material causing immediate and serious effects)
 <b>CLASS D-2</b> Poisonous and Infectious Material (material causing other toxic effects)	 <b>CLASS D-3</b> Poisonous and Infectious Material (biohazardous infectious material)	 <b>CLASS E</b> Corrosive Material	 <b>CLASS F</b> Dangerously Reactive Material

### Question # 2

Which sales clerk recorded the highest number of transactions for the month of December?  
*Circle or underline your answer in the graph below.*



### Question # 3

What is Rodney Walsh's new apartment number?  
*Circle or underline your answer in the graph below.*

Change of Address Notice	
Personal Information	
Last Name: Walsh	First Name: Rodney
Previous Address	
Street Number: 1553 Apartment Number: 1002 Province: Ontario	Street Name: Queen City: Windsor Postal Code: K1J 8G3
New Address	
Street Number: 208 Apartment Number: 19 Province: Ontario	Street Name: Beechwood City: Windsor Postal Code: K1J 5P3

### Question # 4

What is the price of a one-hour massage for a part-time student?  
*Circle or underline your answer in the price list below.*

Sunlight Wellness Centre		
Massage Therapy   Price List		
Status	Visit	Price (\$)
Full-time student	Thirty minutes	28.25
	One hour	39.99
	Two hours	59.99
Part-time student	Thirty minutes	32.15
	One hour	44.50
	Two hours	64.50
Adult	Thirty minutes	35.97
	One hour	47.50
	Two hours	59.99
Employee	Thirty minutes	15.00
	One hour	27.25
	Two hours	42.75



## Question # 5

What is the phone number for customer service at H&E Wood Inc.?  
*Circle or underline your answer in the sales slip below.*

INVOICE H&E Wood Inc.		
SHIP TO		BILL TO
Wood Experts Inc. 898 Truro Avenue Fredericton, NB 506-555-4885 Customer ID BBE4456		Wood Experts Inc. 898 Truro Avenue Fredericton, NB 506-555-4885
ORDER DATE		ORDER NUMBER
August 1, 2006		239
ITEM NUMBER	DESCRIPTION	QUANTITY
WT-05-338	Hardwood	12
AF-05-897	Ironwood	8
WT-06-112	Carpathian Elm	6
BJ-07-389	Unedged Timber	20
CF-05-349	Roundwood Logs	7
Please contact customer service at 506-555-6000 with any questions or comments. Thank you for your order!		

## LEVEL 2

### Question # 6

Look at the paycheques below.

*Complete the missing information in the chart.*

Cheque Number 1014	
Date: December 29, 2006	
Pay to the order of: Sarah Brown	\$ 1495.00
One thousand four hundred and ninety-five dollars.....XX /100 DOLLARS	
MEMO: Employee ID 65087	

Cheque Number 1147	
Date: December 29, 2006	
Pay to the order of: Daniel Spencer	1305.00
One thousand three hundred and five dollars.....XX /100 DOLLARS	
MEMO: Employee ID 62041	

Cheque Number 0987	
Date: December 29, 2006	
Pay to the order of: Karen Green	\$ 1315.00
One thousand three hundred and fifteen dollars.....XX /100 DOLLARS	
MEMO: Employee ID 64623	

Cheque Number 1014	
Date: December 29, 2006	
Pay to the order of: Dave Campbell	\$ 1256.00
One thousand two hundred and fifty-six dollars.....XX /100 DOLLARS	
MEMO: Employee ID 52369	

Financial Report December 2006		
Employee ID	Cheque Number	Amount (\$)
64623	0987	1315.00
65087	1014	1495.00
52369	1359	
	1147	1305.00



## Question # 7

How many bandsaw gears were shipped?

*Circle or underline your answer in the packing slip below.*

PACKING SLIP					
Prov Acop Inc. 846 McCrimmon Cres. Whitehorse, YT Phone: 867-555-5654 Fax: 867-555-5655					
ORDER DATE	September 29, 2006	PACKAGING DATE	October 12, 2006		
ORDER NUMBER	34567	CUSTOMER CONTACT	Foundry Department		
PURCHASE ORDER	PO9983-1129-03	CUSTOMER ACCOUNT	109		
SHIP TO	Metal Ware Inc. Attn: Foundry Department 1234 Main Street Timmins, ON	BILL TO	Metal Ware Inc. Attn: Finance Department 1234 Main Street Timmins, ON		
PART NUMBER	DESCRIPTION	UNIT TYPE	NUMBER ORDERED	BACKORDERED (still to be shipped)	NUMBER SHIPPED
323A7-D892	Bandsaw gears	Set	9	2	7
390D1-J349	Mould 54919	Individual	4	0	4
208R4-Q289	Rubber BB Type 00-6	Package	6	3	3
890C4-B299	Metal AG555-06	Package	6	2	4
Comments: Backordered items will be shipped as they become available. Thank you for your order!					



## Question # 8

What is the item number of the least expensive camera flash?

*Circle or underline your answer in the price list below.*

Item Number	Item Name	Price (\$)
1	V3 18-200 mm Super Wide-Angle - Telephoto Lens	999
2	Alma 70-200mm f/2.8L USM Camera Lens	1,199
3	Totto 200mm f/2.8 Camera Lens	1,799
4	Diaz 300MM F4 to 5.6 IS USM EF Telephoto Zoom Lens	699
5	Vershna 10-20mm Wide-Angle Lens	459
6	Totto 10-20mm Wide-Angle Lens	799
7	Vershna 580EX Camera Flash	449
8	Bonata 5600HS Camera Flash	249
9	Diaz Camera Dock 6000	29
10	V3 Camera Dock	49
11	BJ 7900 S-Series Camera Dock	59
12	Totto Ultra Fast AAA Battery Charger	19

## Question # 9

Which nursing home resident has high cholesterol?

*Circle or underline the name of the resident in the report below.*

Personal Information				
Room Number	Resident Name	Age	Gender	Bed Number
B15	Stanford	92	Male	316
B88	Rose	82	Female	389
B36	Fawzi	89	Male	347
A19	Bertha	96	Female	312
A39	Shereen	91	Female	349
A24	Ginette	87	Female	339
A34	Nadia	89	Female	384
A87	Oliver	78	Male	318

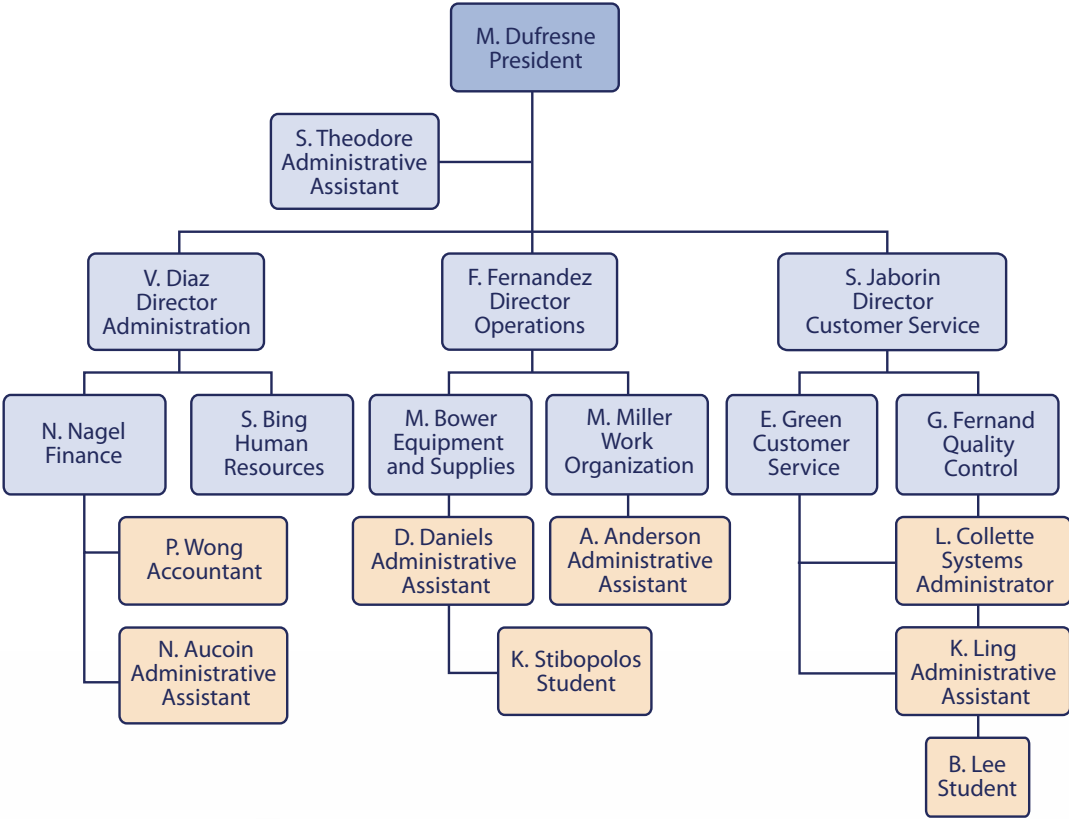
What is the item number of the least expensive camera flash? Circle or underline your answer in the price list below.

Medical Information				
Room Number	Diagnosis	Medical History	Diet Type	Allergies
A19	Alzheimer's	Breast cancer, bladder problems	D	Shellfish
A24	Mobility impaired	Knee operation	D	Soy, fish
A34	Semi-blindness	Head injury	A	
A39	Stroke	Thrombosis	B	
A87	Diabetes	Hypertension, high cholesterol	E	Wheat
B15	Depression	Seasonal affective disorder	A	
B36	Mobility impaired	Anemia	B	
B88	Broken hip	Osteoporosis	C	Peanuts

Question # 10

Who does the student in Customer Service directly report to?  
*Circle or underline your answer in the organizational chart below.*

Excel Action Inc. Organizational Chart



# Correction Sheet

## Marking Guide:

- Award one mark for each correct answer, as indicated below.
- Do not award partial marks.
- Add the total score for each level. A score of 3 out of 5 or less in either section may indicate that skills upgrading would be beneficial.

## DOCUMENT USE – LEVEL 1

1. CLASS E Corrosive Material
2. Brandon
3. 19
4. \$44.50
5. 506-555-6000



<b>TOTAL - LEVEL 1:</b>	<b>/5</b>
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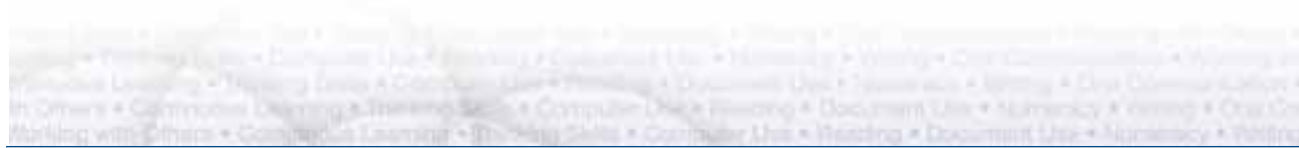
## DOCUMENT USE – LEVEL 2

6.

Employee ID	Cheque Number	Amount (\$)
52369	1359	<b>1256.00</b>
<b>62041</b>	1147	1305.00

7. 7
8. 8
9. Oliver
10. K. Ling

<b>TOTAL - LEVEL 2:</b>	<b>/5</b>
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<b>Essential Skills:</b>	
<b>Reading</b>	understanding materials written in sentences or paragraphs (e.g. letters, manuals)
<b>Document Use</b>	using and understanding labels, graphs, signs and other similar materials
<b>Numeracy</b>	using and understanding numbers
<b>Writing</b>	writing text or typing on a computer
<b>Oral Communication</b>	using speech to share thoughts and information
<b>Working with Others</b>	interacting with others to complete tasks
<b>Thinking</b>	reviewing information to make decisions
<b>Computer Use</b>	using computers and other technical tools (e.g. fax machine)
<b>Continuous Learning</b>	participating in an ongoing process of gaining skills and knowledge (e.g. workplace training)

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