User Guide
For Organizations
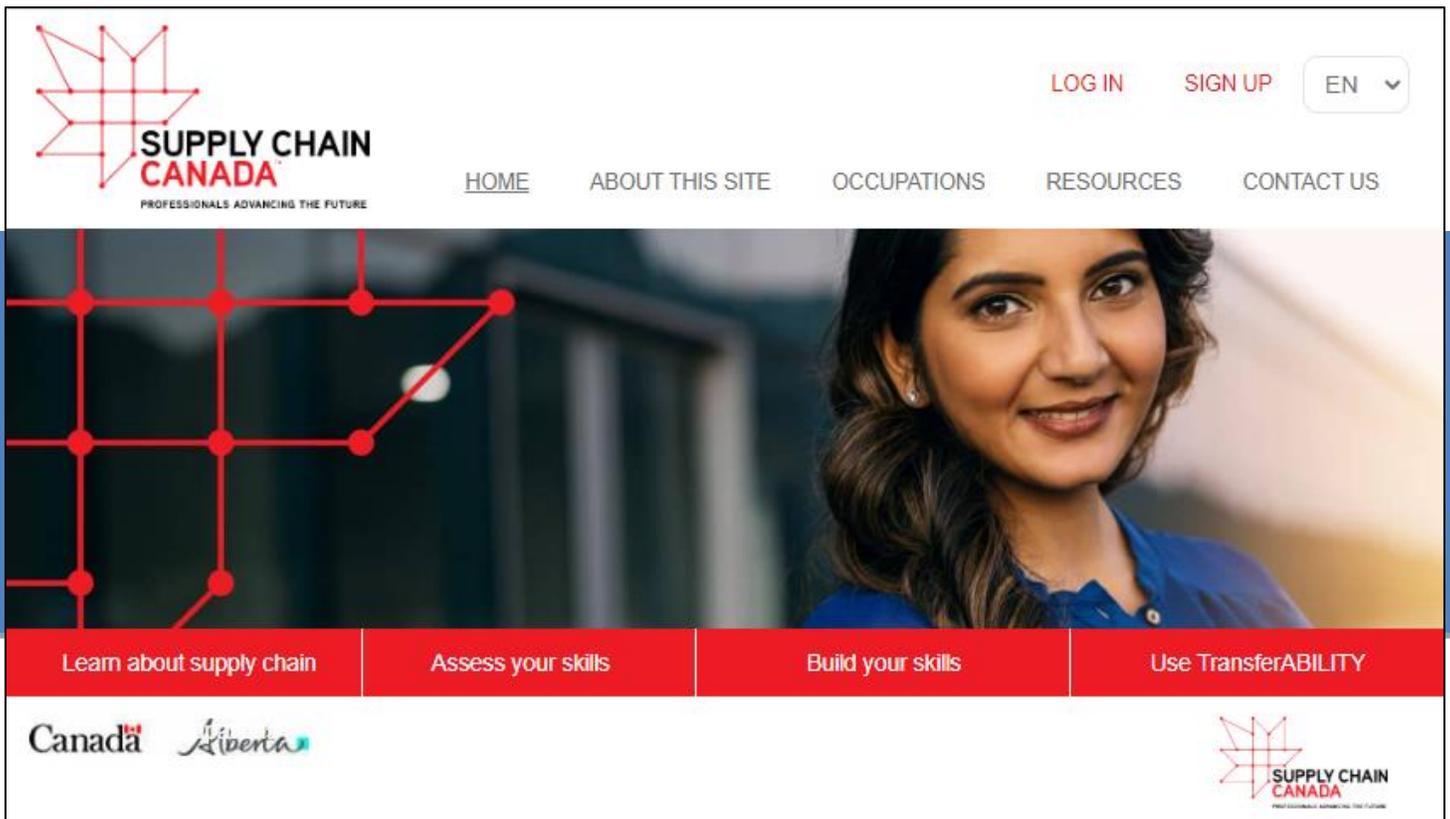
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About the *Connector* website

The *Connector* is a web application created by Supply Chain Canada.

It helps individuals, employers, and learning system providers to:

a) Research the knowledge and essential skills needed to work safely and productively across the end-to-end supply chain;

b) Identify supply chain related strengths and skill gaps; and

c) Connect with education and training resources from a wide variety of providers.

The *Connector* features:

1. Assessments for 48 different supply chain occupations.

2. Personalized test result reports that highlight skills and skill gaps; and

3. Customized learning plans.

To use this website, you must first register your organization. Click the **Sign up** button to start the short registration process. Once registered, your organizations can sign up people and assign assessments, access reports, etc.

> **Note: The people you sign up to take an assessment must agree to share their test results with you in order for them to use the web application.**

Computer requirements

This web application can be used on a wide range of devices including smartphones, laptops, tablets and personal computers. We recommend you use a device with a larger screen size, such as a laptop or a personal computer, because the images will be easier to see.

If you are taking the assessment on a smartphone or a tablet, you may find it is better to view some web pages in landscape mode. On these particular pages, there is a "Better viewed in landscape" message.

You should use devices that have a strong connection to the internet. Some wireless networks may not be strong enough for everything to work properly, depending on the strength of the connection.

Better viewed in landscape

For the listening skills assessment, you will need speakers or headphones/earbuds that plug into your device.

How to research occupational requirements

Learn about the occupations featured in the *Connector* by clicking the **Occupations** tab on the navigation bar.

First, find the occupation you're interested in. You can do this in two ways.

You can search for it alphabetically. For example, you can find *airport ramp attendant* by clicking on the "A".

You can also use the search function. Click **perform a search** to reveal two options:

- **Search by sub function**: Choose a sub function, such as transportation and warehousing, and click the **SEARCH** button. All of the related occupations will appear.

- **Search by alternate name**: Sometimes an occupation has an alternate title. For example, airport groomer is also called airport ramp attendant. Enter the alternate name and click **SEARCH**.

Each occupation features an essential skills profile. To see the essential skills profile, click the **VIEW PROFILE**. It outlines the essential skills needed by workers to work safely and efficiently in this occupation.

Resources

The **Resources** page features user guides, answers to frequently asked questions (FAQ), troubleshooting information and a video about the project and essential skills.

HOME	ABOUT THIS SITE	OCCUPATIONS	**RESOURCES**	CONTACT US

Click on **FAQ** to get answers to commonly asked questions, such as why the website was developed and which occupations are included.

FAQ

- Why was this website created?
  This website helps employers, education and training providers, sector associations and individuals research the requirements of 48 different supply chain occupations and, through built-in assessments, determine people's strengths and skill gaps. It also provides access to training programs and learning activities for those with skill gaps.

- What occupations are included?
- Which skills are assessed?
- How long do the assessments take?
- What if my industry knowledge or essential skills scores are low?
- How long will it take to improve my skills?
- Who has access to my test results and learning plans?
- What equipment and software is needed to take the assessments?

Click on **Troubleshooting** to find helpful solutions to the most common technical problems people have when using the website.

TROUBLESHOOTING

- I can't log in – my username and password do not work.
  Here's what to do if you cannot log in:
  1. Ensure you are entering the correct username/password. Your username and password were emailed to you when you were registered. Also, be careful not to add spaces where there shouldn't be spaces, such as at the beginning of the passwords.
  2. If you still can't log in, contact us at helpdesk@essentialskillsgroup.com. Please include your email address so that we can get back to you.

- Test images don't load and/or the navigation buttons don't work.
- The website isn't displaying properly - it looks messed up.

How to contact us

To contact Supply Chain Canada, click the **Contact Us** tab.

HOME	ABOUT THIS SITE	OCCUPATIONS	RESOURCES	**CONTACT US**

Enter your contact information, select a subject line using the dropdown box and write a short message. Click **SUBMIT.**

A member of the Supply Chain Canada team will contact you shortly after receiving and reviewing your request.
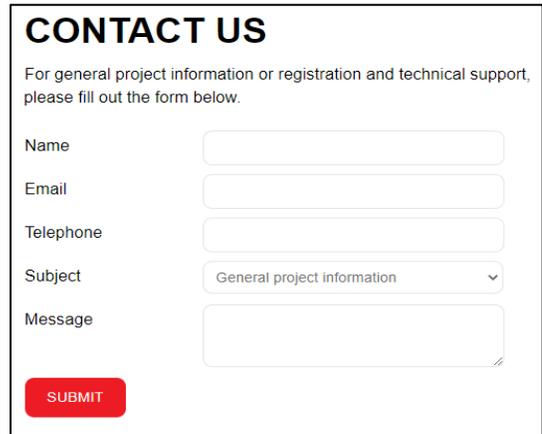
Built-in dictionary

The website has a built-in dictionary that provides definitions for some words and phrases. The words and phrases that offer this feature are blue in colour and underlined, such as this word… bulletin.

Click on the blue, underlined word and a window with a definition will open.

Click the **play** button on the bottom left-hand side (it's an arrow icon) to hear the definition being read out loud.

Click **Close This Window** to exit.
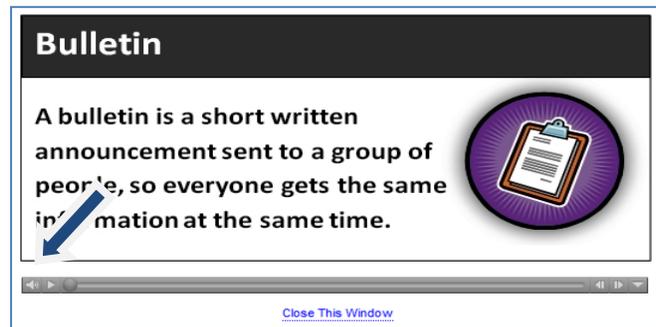
How to register as an organization

Go to http://en.supplychaincanada.essentialskillsgroup.com

Click the **SIGN UP** button located at the top right-hand side of the home page.

A new sign up page opens that gives you the option to sign up as an organization or an individual.

Click the **SIGN UP** button located under Organizations.
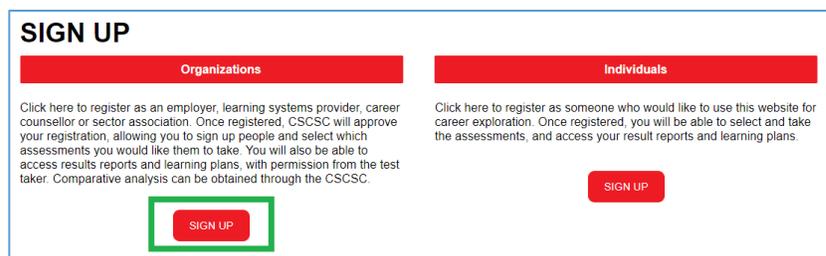
Complete the online registration form.

You create your own username and password. Both must be at least five characters long.

Click the **SUBMIT** button.

You will receive an automatically generated email from Supply Chain Canada confirming your registration.

Sign Up - Organizations

To register as an organization, please provide us with the following information.

Organization Name

Type of Organization — Training Organization

Website

Contact First Name

How to log in

Go to http://en.supplychaincanada.essentialskillsgroup.com

Click the **LOG IN** button on the website's home page and enter your username and password. Click **SUBMIT.**

LOG IN   SIGN UP   EN

Terms of use agreement

Every time you log in, a message that outlines terms of use for this website is displayed. It emphasizes the importance of not using assessment results as the only source of information to determine a person's suitability for employment or advancement opportunities. There are many things that can influence test

TERMS OF USE

This website provides organizations with the ability to access the assessment scores of people who to share their results.

As a condition of the use, I agree that assessment scores we access using this website will not be source of information used to determine a person's suitability for employment or advancement with organization.

I AGREE, CONTINUE   I DISAGREE, LOG OUT

results – fatigue, illness, testing environment, etc. Only those who agree to the terms have access to the website.

Home page

After you accept the terms of use, the Organization home page loads along with the other sections of the website that allow you to add, view and edit people, assign assessments and access result reports, etc.

How to add test takers

Organizations can add an unlimited number of people.

Click the **Add** tab on the navigation bar.

| HOME | ADD | VIEW/EDIT | ASSIGN | REPORTS | OCCUPATIONS |
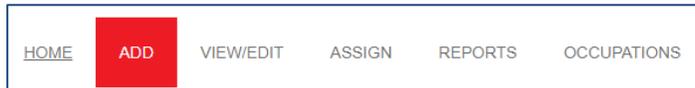
Complete the top part of the form by entering the person's first name, last name, etc.

Enter a unique username and password for each individual. Both must be at least five characters long.

If you enter the person's email address, they will automatically receive an email with their username and password.

Click the **SAVE** button to save your entry.

REGISTER PEOPLE TO USE THE WEBSITE

First Name

Last Name

E-mail

Username

Password

SAVE

How to view and edit test takers

You can view and edit the information for the people you register.

Click the **View/Edit** tab on the navigation bar.

| HOME | ADD | VIEW/EDIT | ASSIGN | REPORTS | OCCUPATIONS |

Find the person you are looking for by scrolling down the list or using the **SEARCH** feature.

Click the **EDIT** button if you wish to update a person's contact information.

Click the **DELETE** button if you wish to delete a person. They will no longer be able to use the web application. Their usernames and passwords will not work.

VIEW/EDIT THE PEOPLE YOU HAVE REGISTERED

Filter by last name: SEARCH   RESET

| First | Last | User Name | Password | | |
| Michael | Smith | Msmith | Msmith | EDIT | DELETE |

How to assign assessments

Once you register an individual, you decide which assessments you want them to take.

Step 1 - Open the Assign webpage

Click the **Assign** tab on the navigation bar.

HOME	ADD	VIEW/EDIT	**ASSIGN**	REPORTS	OCCUPATIONS

Step 2 - Select the person

Find the person's name by using the dropdown box.

Step 3 - Select the occupation

Select the occupation by using the dropdown box. Click on the occupation. This determines which assessments are available.

ASSIGN ASSESSMENT

Person   Michael Smith ⌄

Occupation   Airport Ramp / ⌄

Assessment Length   ○ Short ● Long
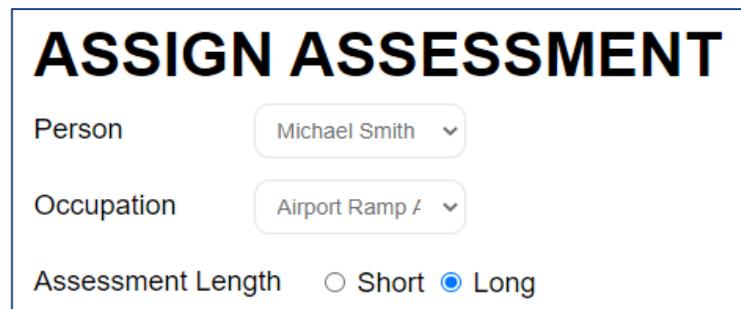
Step 4 - Select the assessment length

There are two options:

- **Short Version**: These assessments have nine questions and take about 10 minutes to complete.

- **Long Version**: These assessments have 15 questions and take about 20 minutes to complete. Note: Long assessments offer more reliable and accurate results because they have more questions.

Step 5 - Choose assessments

Select the assessments you want the person to take by checking the box beside each choice.

Step 6 - Save your selections

Click the **SAVE** button at the bottom of the page.

After they log in, the person can now take the assessments you have assigned them.

Foundation Competencies	
Collaboration and Synergy	✔
Communications	✔
Critical Thinking	✔
Customer Centricity	✔
Data Analysis	✔
Digital Dexterity	✔
Professional and Ethical Behaviour	✔
Reading	✔
Workplace Safety	✔
Security	✔
Writing	✔
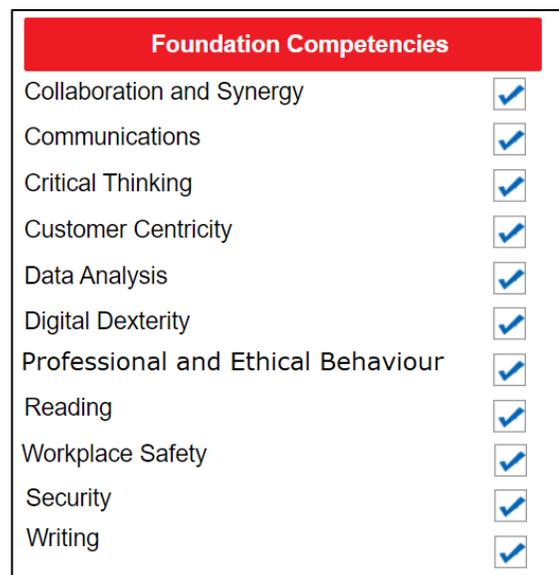
General information about the assessments

There are 12 different assessments. They are all multiple-choice and include scenarios and workplace documents that are specific to supply chain.

Each assessment starts with a set of instructions. They include hints like having a note pad, a pen and a calculator handy.

The questions load after a person clicks **Start**. A sample question is pictured here, on the right.

See **Appendix 1** for more information about each assessment.

Section 1 of 3 - Question 5 of 5

This question is about the responsibilities of supervisors and workers.

Report a Problem

Duties of workers

28.1 A worker shall,

(a) work in compliance with the provisions of this Act and the regulations;

(b) use or wear the equipment, protective devices or clothing that the worker's employer requires to be used or worn;

(c) report to his or her employer or supervisor the absence of or defect in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker; and

(d) report to his or her employer or supervisor any contravention of this Act or the regulations or the existence of any hazard of which he or she knows.

Regulations courtesy of the Ontario Ministry of Labour

Which section states that workers must use safety harnesses when required by their employer

○ 28.1 (a)

○ 28.1 (b)

○ 28.1 (c)

○ 28.1 (a) and 28.1 (b)

R/CON/11-02-M - 2

Previous   Next   Exit

How to view assessment results

Click the **Reports** tab on the navigation bar.

HOME	ADD	VIEW/EDIT	ASSIGN	**REPORTS**	OCCUPATIONS

To see the results report, click **Results**.

Previous results reports are archived. To see them, select the date on which they took the test from the dropdown menu.

Foundation Competencies					
Business Acumen	DO TEST	————	————	————	
Collaboration and Synergy	REDO TEST	2018-10-03 ⌄	VIEW	VIEW	
Communications	REDO TEST	2017-02-09 ⌄	VIEW	VIEW	
Critical Thinking	RESUME TEST	————	————	————	
Customer Centricity	DO TEST	————	————	————	
Data Analysis	REDO TEST	2017-02-09 ⌄	VIEW	VIEW	
Digital Dexterity	DO TEST	————	————	————	
Professional and Ethical behaviour	RESUME TEST	2017-02-09 ⌄	VIEW	VIEW	
Reading	REDO TEST	2017-02-09 ⌄	VIEW	VIEW	
Writing	DO TEST	————	————	————	
Security	DO TEST	————	————	————	
Workplace Safety	DO TEST	————	————	————	

Understanding assessment results

Each time a person completes an assessment, a customized results report is generated. Here's an overview of the information it contains.

Overall results

Assessment scores are at the top of the first page.

If the person took a short assessment, you'll see one score in the form of a level such as low, medium or high.

If they took a long assessment, you'll see two scores:

- A level, such as low, medium or high; and

- A score on a scale of 0-500. This number is presented in brackets, such as (280).

You will also see the desired score for the occupation.

Reading Results Report

Name:
Occupation: Airport Ramp Attendant
Date: Jun 18, 2020

These are the results of your reading skills assessment.

Your score	High (302)
Desired score for your occupation	High (> 275)

The score is reported two ways.

1. A score in the form of a Level, such as Low, Medium or High.
2. A number score such as (250), located beside your Level score.

The desired scores presented under Your Score are the desired scores for your occupation, as determined by its National Occupation Standard.

Don't worry if your results are not perfect. Almost everyone needs to brush up on their essential skills, even if they have experience on-the-job.

For a more detailed look at your test results. scroll down to the next page.

Detailed results

The last section of the results report takes a closer look at the assessment results. It lists a series of tasks typical of the selected occupation. You will see either a ✔ (yes) or an X (no). This tells you whether or not the person can likely complete this task successfully, without supervision, based on the skills demonstrated during the assessment.

A closer look at your results

Below is a sampling of the reading skill tasks performed by workers at this job. Beside each task is a symbol that indicates whether or not you likely have the skills to perform this type of task successfully (e.g. do it without supervision).

Symbol	What it means
✔	You likely have the essential skills to perform this task.
✘	You may not have the essential skills needed to perform this task. Further skill development is recommended.

Reading

Read installation, handling, storage and first aid instructions on a variety of product labels and packaging, e.g. read instructions on the storage and use of dangerous gases. (Low Complexity)	✔
Read short notes from staff, e.g. read short messages from staff to learn about requests for time-off and holidays. (Low Complexity)	✔
Read a variety of policy manuals, e.g. read policy manuals to learn about hours of work, dress code and grievance procedures. (Medium Complexity)	✔
Read a variety of set-up, operating and maintenance manuals, e.g. read operating instructions for the use of packaging and measuring equipment. (Medium Complexity)	✘
Read email messages and bulletins, e.g. read notices from the head office to learn about changes to operating procedures and the installation of new software. (Medium Complexity)	✘

Additional information about the scoring system

When the person receives a score of low, medium or high, it's based on an internationally accepted 500 point scale.

Low (< 226)	Medium (226-275)	High (>275)

← low skills ———————————————————— high skills →
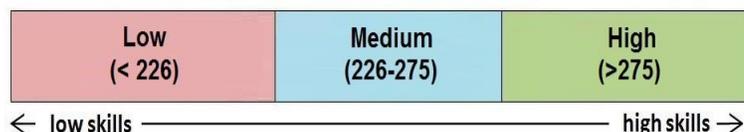
How to view learning plans

Step 1 - Click the **Results** tab.

Step 2 - Click the **VIEW** button found under the **Learning** column.

Assessment	Status	Date	Results	Learning
Foundation Competencies				
Reading .	REDO TEST	2020-06-18 ⌄	VIEW	VIEW

Understanding learning plans

Each time a person completes an assessment, a customized learning plan is generated.

It lists education programs and online learning activities that can help people build skills in areas where assessment results suggest there is room for improvement. It focuses only on the skills people need to build, not the ones they already have.

There are two sections.

Section 1: Programs accredited by Supply Chain Canada

Supply Chain Canada works with recognized post-secondary institutions, other professional associations, the Canadian Armed Forces and other learning provides to recognize learning acquired through academics, work experience and/or military service
Accredited programs meet the national standards of Supply Chain Canada and are eligible for credit exemptions for the Supply Chain Management Professional (SCMP) designation.

Section 2: Free online learning activities

Reading Learning Plan

Name: John Doe
Occupation: Inventory Manager
Date: Feb 09, 2017

A learning plan is created each time an assessment is completed. It lists programs and learning activities that can help you build skills in areas where assessment results suggest there is room for improvement. It focuses only on the skills you need to build, not the ones you already have.

To open a learning activity, click on the website address which is red and underlined. This will take you directly to the learning activity.

Level: Low

Provider: BBC - Skillwise
Program Title: Text types
Description: This activity includes an instructional video and interactive quiz.
Website: http://www.bbc.co.uk/skillwise/topic/types-of-text

Program Title: Dictionaries and indexes
Description: This activity includes an instructional video and interactive quiz.
Website: http://www.bbc.co.uk/skillwise/topic/dictionaries-and-indexes

Program Title: Recognizing letters and words
Description: This activity includes an instructional video and interactive quiz.
Website: http://www.bbc.co.uk/skillwise/topic/recognising-letters-and-words

Provider: Conestoga College
Program Title: Reading and Completing Forms
Description: This activity provided simple and effective strategies for reading and completing all types of forms.
Website: http://en.supplychain.essentialskillsgroup.com/?p=curricula&id=2101&library

Provider: engVid
Program Title: Reading skills that work: For tests and in class
Description: Do you run out of time when reading in class? Have trouble remembering or understanding what you read? down that book and press play to learn how to improve your reading speed and comprehension today.
Website: https://www.engvid.com/reading-skills-that-work/

These are short lessons that can generally be completed within an hour. They are available online for free from a variety of providers.

To open a link, click on the **website address**. It is the long address highlighted in blue and underlined. It takes you directly to the program or lesson. People don't have to do all the lessons listed but they should complete a few before they re-take the assessment to see if they have gained skills.

The website does not track progress.

Appendix 1 - How assessments are performed

Assessment	How the assessment is performed
Business Acumen	Use your knowledge of business and management principles to answer questions. The short version assessment has nine questions and the long version has 15.
Collaboration and Synergy	Use your knowledge of teamwork principles to answer questions. The short version assessment has nine questions and the long version has 15.
Communications	Listen to audio clips and use the information you hear to answer questions. The short version assessment has five questions and the long version has eight.
Critical Thinking	Use information presented in scenarios to answers questions. The short version assessment has nine questions and the long version has 15.
Customer Centricity	Use your knowledge of customer service principles to answer questions. The short version assessment has nine questions and the long version has 15.
Data Analysis	Answer questions involving data analysis, equations, measurement conversions and the addition, subtraction and multiplication of decimals, fractions and per cents. The short version assessment has between 15-18 questions and the long version has between 25-30 questions, depending on the occupation selected. **You can use a calculator.**
Digital Dexterity	Use your knowledge of computer and digital skills to answer questions. The short version assessment has nine questions and the long version has 15.
Professional and Ethical Behaviour	Use your knowledge of standards and regulations to answer questions. The short version assessment has nine questions and the long version has 15.
Reading	Use information presented in workplace documents such as memos and bulletins to answer nine or 15 questions. The short version assessment has nine questions and the long version has 15.
Security	Use your knowledge of security practices to answer questions. The short version assessment has nine questions and the long version has 15.
Writing	Answer three types of writing questions that assess basic grammar and writing skills. The short version assessment has nine questions and the long version has 15.
Workplace Safety	Use your knowledge of workplace safety practices to questions. The short version assessment has nine questions and the long version has 15.