User Guide
People Signed Up by 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.

4. TransferABILITY; a feature that helps you learn which supply chain jobs match your skills and abilities; and

5. A resume creation tool to present your education, work experience and certificates to potential employers.

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.

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.

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 68 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@essentialskills.ca. 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.
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.

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### Built-in dictionary

The website has a built-in dictionary that provides definitions for select words and phrases. They are blue in colour and underlined, like this... **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 the arrow icon) to hear the definition being read out loud.

Click **Close This Window** to exit.

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### How to log in

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

Click the **LOG IN** button on the Home page and enter your username and password. It was provided by the organization that registered you. Then click **SUBMIT**.
Assessment result sharing

Your use of the web application is voluntary. By clicking on the agree button, you agree to share the information collected, such as assessment results, with Supply Chain Canada.

Survey to collect demographic information

When you first use the website, you are invited to complete a short survey that collects demographic information, such as your age and level of education. The information is confidential and only used to identify trends. Click YES if you would like to take the survey. Click NO if you do not.

How to take assessments

Step 1 - Once logged in, click my Program.

You will see the assessments assigned to you.

All of the assessments are multiple-choice and most use adaptive algorithms. That means the database automatically presents easier questions if you are struggling and more challenging questions if you are answering the questions correctly.

See Appendix 1 for more information about each assessment.

Step 2 – When you are ready to take an assessment, click the DO TEST button.
Each assessment starts with a set of instructions. They include hints like having a note pad, a pen and a calculator handy.

Read the instructions and click START to begin.

A series of questions will load. A sample question is pictured here, on the right.

Each assessment is divided into sections.

At the top of each question, you can see how many questions there are in the section and how many questions you have completed.

This is helpful if you’d like to take a break. You don’t have to complete an assessment all at once. You can do it in sections. It’s a good idea to exit when you take a break so no one else can access your file. Just make sure you finish the entire section before you exit, or your work in that section will be lost.

Use the navigation bar at the bottom of each question to:

- Go back and change an answer, as long as the question is in the section you’re working on. Click Previous Question.
- Go to the next question. Click Next Question.
- Take a break. Click Exit but don’t do this until you have completed all the questions in a section. When you return, you’ll start again where you left off.

After completing the final question, you will see a congratulations notice.

Click the links to either return to the assessments page or log out.
How to view your assessment results

As soon as you complete an assessment, your results are available on the My Program page. To see your Results Report, click VIEW. Previous Results Reports are archived. To see them, select the date from the dropdown menu.

Understanding assessment results

Every time you take an assessment, you get a customized results report. Here is an overview of the information it contains.

Overall results
Your scores are at the top of the first page.
If you took a short assessment, you will see one score in the form of a level, such as low, medium or high.
If you took a long assessment, you will 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 (250).

You will also see the desired score for your occupation.

Detailed results
The last section of the results report takes a closer look at your test results. It lists a series of tasks typical of this occupation. You'll see either a green checkmark (✓) or an orange X (X). This tells you whether or not you can likely complete this task successfully, without supervision, based on the skills demonstrated during the assessment.
Additional information about the scoring system

When you receive a score of low, medium or high, it’s based on an internationally accepted score 500 point scale.

How to view learning plans

Step 1 - Click the Results tab.
Step 2 - Click the VIEW button found under the Learning column.

Understanding learning plans

Every time you take an assessment, you get a customized learning plan.

It lists learning activities and environments 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.

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 providers 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.

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/bitesize/topics/y8gtj3y

Program Title: Dictionaries and indexes
Description: This activity provides simple and effective strategies for reading and completing all types of forms.
Website: http://www.bbc.co.uk/bitesize/topics/y8gtj3y

Program Title: Recognizing letters and sounds
Description: This activity provides simple and effective strategies for reading and completing all types of forms.
Website: http://www.bbc.co.uk/bitesize/topics/y8gtj3y
Section 2: Free online learning activities

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 long address highlighted in blue and underlined. It takes you directly to the program or lesson. You do not necessarily have to do all the lessons listed, but you should complete a few before you re-take the assessment to see if you have gained skills.

The website does not track your progress.

How to use the TransferABILITY feature

You can use the TransferAbility feature to:

- Learn which supply chain jobs match your skills and abilities. You’ll likely be the most successful at jobs that require your specific set of skills and abilities.

- Create a résumé to present your education, work experience and certificates. You can use this resume to find a job in supply chain.

After logging in, click on the TransferAbility tab located on the right side of the navigation bar.

A new web page opens. It has instructions about how to use the tool.
Step 1 – Enter your background information
Click the green ENTER BACKGROUND INFORMATION box and complete the form.

Once you are done, the box will turn blue and change to EDIT BACKGROUND INFORMATION. You can click this box to edit your background information whenever you want.

You can also complete your resume now (Step 4).

Step 2 – Complete at least four assessments
Click the grey DO YOUR ASSESSMENTS box.

A new webpage opens. It has a list of assessments.

Four assessments have green buttons that say Must Do. You must do these assessments to complete this step. Each assessment takes about 15 minutes.

You can take the assessments over multiple sittings. You do not need to do them all at once.

You can do more than four assessments if you like.

You see a congratulations message each time you complete an assessment. Click the green Scores and Next Steps button to see your scores, access learning plans and take other assessments. Click the red Log Out button if you want to log out.
Once you are done an assessment, the box will turn blue and change to **REDO YOUR ASSESSMENTS**. You can click this box to redo your assessments whenever you want. The number of jobs you match with could increase if you score higher on these tests.

**Step 3 – Check your Matches**

You can see learn about the supply chain jobs that match your skills and abilities as soon as you complete Step 1 and 2. Click the green **CHECK YOUR MATCHES** to reveal the list. Note: The number of jobs listed could increase if you add more credentials (Step 1) or score higher on your assessments (Step2).

Each listed occupation features the 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.

**Step 4 – Optional Résumé Builder**

Click the green **BUILD YOUR RESUME** box to create your résumé.
Enter the information requested and click done when you are finished. You can print and update your résumé whenever you like.

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Michael Smith

1313 Mocking Bird Lane  
Edmonton  
444-040-4004  
msmith@gmail.com

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WORK EXPERIENCE

**Helpful Skills Group** (Edmonton, Canada)  
Manager *(Aug 2017 to Dec 2017)*  
Systems Support

**LockStart Systems** (Edmonton, Canada)  
Assistant Manager *(Feb 2005 to Dec 2007)*  
Assisted store manager  
Developed marketing strategies

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EDUCATION

**University of Calgary** (Calgary, Canada)  
*Supply Chain Management, Degree* *(2010)*

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**TICKETS, CERTIFICATES, DESIGNATIONS AND TRAINING**

Certified customs specialist designation *(Sep 2017)*
## Appendix 1 - How assessments are performed

<table>
<thead>
<tr>
<th>Assessment</th>
<th>How the assessment is performed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Acumen</td>
<td>Use your knowledge of business and management principles to answer questions. The short version assessment has nine questions and the long version has 15.</td>
</tr>
<tr>
<td>Collaboration and Synergy</td>
<td>Use your knowledge of teamwork principles to answer questions. The short version assessment has nine questions and the long version has 15.</td>
</tr>
<tr>
<td>Communications</td>
<td>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.</td>
</tr>
<tr>
<td>Critical Thinking</td>
<td>Use information presented in scenarios to answers questions. The short version assessment has nine questions and the long version has 15.</td>
</tr>
<tr>
<td>Customer Centricity</td>
<td>Use your knowledge of customer service principles to answer questions. The short version assessment has nine questions and the long version has 15.</td>
</tr>
<tr>
<td>Data Analysis</td>
<td>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.</td>
</tr>
<tr>
<td>Digital Dexterity</td>
<td>Use your knowledge of computer and digital skills to answer questions. The short version assessment has nine questions and the long version has 15.</td>
</tr>
<tr>
<td>Professional and Ethical Behaviour</td>
<td>Use your knowledge of standards and regulations to answer questions. The short version assessment has nine questions and the long version has 15.</td>
</tr>
<tr>
<td>Reading</td>
<td>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.</td>
</tr>
<tr>
<td>Security</td>
<td>Use your knowledge of security practices to answer questions. The short version assessment has nine questions and the long version has 15.</td>
</tr>
<tr>
<td>Writing</td>
<td>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.</td>
</tr>
<tr>
<td>Workplace Safety</td>
<td>Use your knowledge of workplace safety practices to questions. The short version assessment has nine questions and the long version has 15.</td>
</tr>
</tbody>
</table>