

Curriculum Resource

Skills for Success in the Service Sector

“Skills for Success in the Service Sector” is an original resource created for Community Literacy of Ontario as part of the provincial Skills for Success initiative. It focuses on the use of ApprenticeSearch.com, teaching prospective apprentices how to use the website, while cross-referencing jobs in the Service sector with the Skills for Success.

OALCF Alignment

Competency	Task Group	Level
Competency A -Find and Use Information	A1. Read continuous text	1
Competency A -Find and Use Information	A1. Read continuous text	2
Competency A -Find and Use Information	A2. Interpret documents	2
Competency B - Communicate Ideas and Information	B1. Interact with others	1
Competency B - Communicate Ideas and Information	B2. Write continuous text	1
Competency B - Communicate Ideas and Information	B3. Complete and create documents	1
Competency D - Use Digital Technology	N/A	1
Competency D - Use Digital Technology	N/A	2

Goals Paths (check all that apply)

- Employment
- Apprenticeship
- Secondary School Credit
- Postsecondary
- Independence

Embedded Skills for Success (check all that apply)

- Adaptability
- Collaboration
- Communication
- Creativity and innovation
- Digital
- Numeracy
- Problem Solving
- Reading
- Writing

Notes:

Skills for Success in the Service Sector

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Skills for Success

Did you know that there are nine skills that everyone needs to be successful in learning, work and life? They are called the Skills for Success and are listed below:

- Adaptability
- Collaboration
- Communication
- Creativity and innovation
- Digital
- Numeracy
- Problem solving
- Reading
- Writing

These skills are very important for apprentices. You will use them on the job almost every day if you become an apprentice. In fact, you are probably using most of these skills already!



Activity – How Do I Use the Skills for Success?

Share an example of when you have used each of the Skills for Success.

Adaptability is being able to adjust when things change around you. Describe a time when you needed to adapt to something that changed.

Collaboration is being able to work well with other people. Describe a time when you worked in a team.

Communication is being able to speak, listen and share ideas. Describe a time when you needed to communicate ideas with other people.

Creativity and innovation are being able to use your imagination and come up with new ideas. Describe a time when you needed to be creative or innovative.

Digital is being able to use computers, tablets, smartphones and apps. Describe a time when you used digital technology. What did you use?

Numeracy is being able to work with and understand numbers. Describe a time when you needed to use numbers or math.

Problem solving is being able to find solutions when something goes wrong. What kinds of problems have you solved?

Reading is being able to understand written words and symbols. Describe a time when you needed to read. What did you read?

Writing is being able to communicate clearly using words and sentences. What kinds of writing have you done?



Activity – Thinking About the Skills for Success

Think about the Skills for Success and answer the questions below. Then share your answers with a classmate, tutor or teacher.

Which of the Skills for Success do you use the most? _____

Which of the Skills for Success do you use the least? _____

Which of these skills do you think is the most important when you're learning something new?

Why do you think it is the most important? _____

Which of these skills do you think is the most important for apprentices?

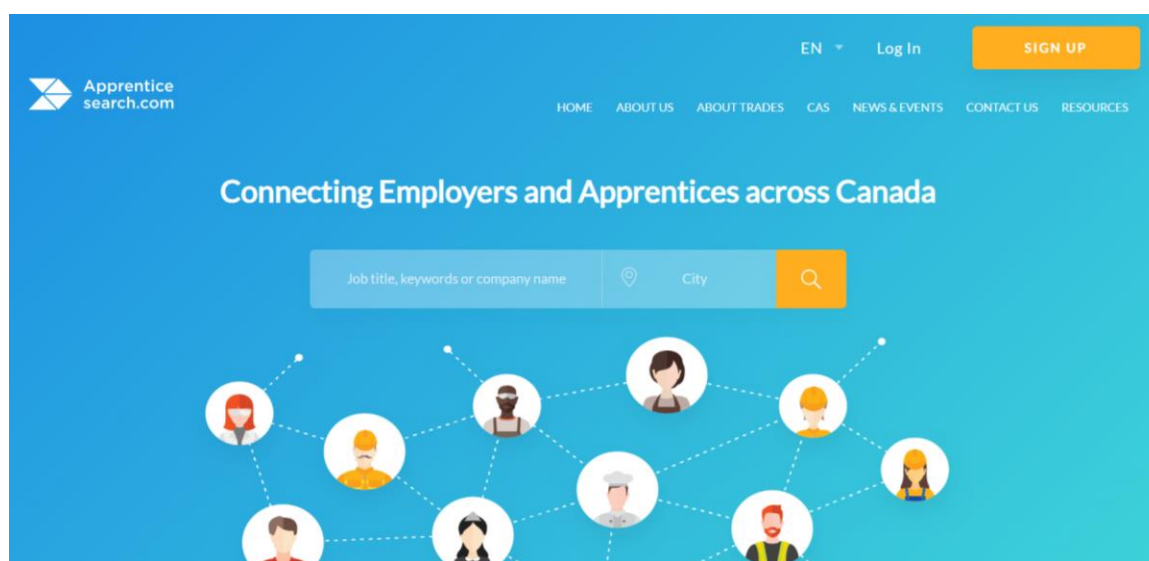
Why do you think it is the most important? _____

Pick three of the Skills for Success that you think are the most important for people to have for all areas of life, and write them below.

Optional group discussion: Share the three skills you chose with the group, and why you think they are the most important. What skills did others choose? Why did they choose them? Can you come up with a common “top 3” list of skills that everyone agrees on?

ApprenticeSearch.com

You can find a lot of information about apprenticeship and the skilled trades on the website [ApprenticeSearch.com](https://www.apprenticesearch.com).



On this website you can:

- learn more about the skilled trades
- register as a job seeker looking for an apprenticeship
- register as an employer that hires apprentices
- learn more about Apprenticeship Service grants for employers

Apprenticesearch.com offers information about the trades in each of the four apprenticeship sectors in Ontario. The four sectors are:

- Industrial
- Construction
- Service
- Motive

It is a great place to explore jobs in each sector and learn what skills, interests and values you need to do those jobs. **ApprenticeSearch.com** will also tell you what training can help you prepare for specific jobs and offers short self-assessments so you can decide if each job is right for you.

Activity – Using ApprenticeSearch.com

Visit <https://www.apprenticesearch.com/trades>. This page will show you information about all of the skilled trades in Ontario. There are over 140 of them!

To reduce the number of trades on this page, click on the purple Service button. Then, you will only see jobs in the Service sector.

Choose Your Trade

Construction Industrial **Service** Motive

Service Trades

90
Aboriginal Child Development Practitioner (620B)
Aboriginal Child Development Practitioners are specialists who plan, organize, and implement activities...

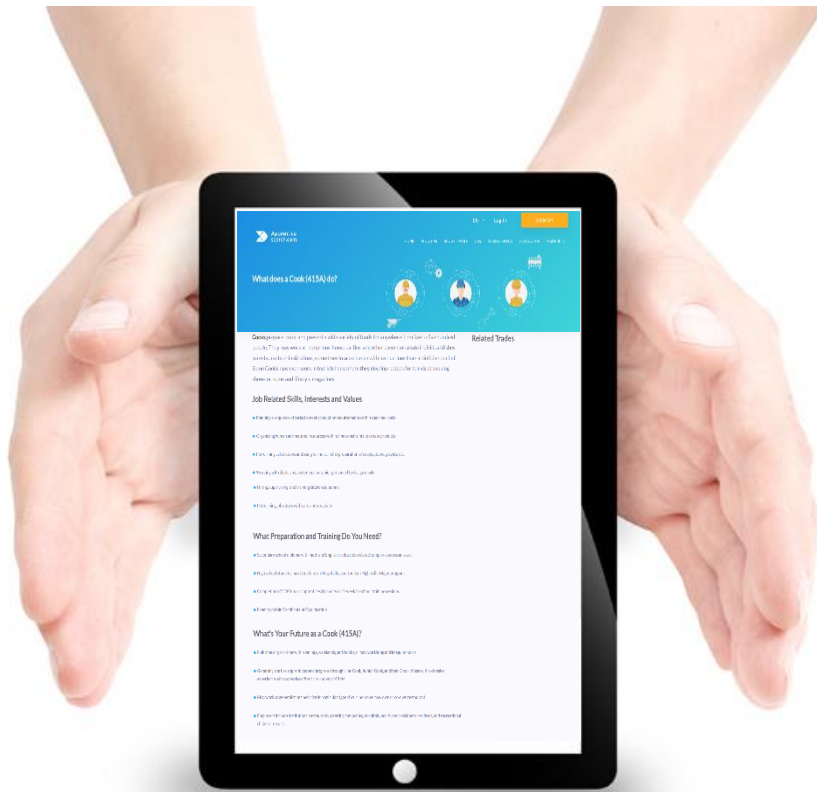
87
Agriculture-Dairy Herdperson (640D)
Dairy Herdspersons carry out feeding, health, and breeding programs on dairy farms....

40
Agriculture - Fruit Grower (640F)
Fruit Growers prepare land for planting by laying out a land use...

VIEW MORE

Click “view more” to see more trades in the Service sector.

Find the trade called **Cook (415A)**. Then, click it and look at the information that appears.



1. Look in the section called **Job Related Skills, Interests and Values**. Then, fill in the blanks below.

A) Performing calculations and using _____ in the preparation of soups, stews, gravies, etc.

Which of the Skills for Success does this relate to? Put a checkmark next to your choice.

- | | | |
|--|--|--|
| <input type="checkbox"/> Adaptability | <input type="checkbox"/> Creativity and innovation | <input type="checkbox"/> Problem solving |
| <input type="checkbox"/> Collaboration | <input type="checkbox"/> Digital | <input type="checkbox"/> Reading |
| <input type="checkbox"/> Communication | <input type="checkbox"/> Numeracy | <input type="checkbox"/> Writing |

B) Performing job duties with care and _____

Which of the Skills for Success does this relate to? Put a checkmark next to your choice.

- | | | |
|--|--|--|
| <input type="checkbox"/> Adaptability | <input type="checkbox"/> Creativity and innovation | <input type="checkbox"/> Problem solving |
| <input type="checkbox"/> Collaboration | <input type="checkbox"/> Digital | <input type="checkbox"/> Reading |
| <input type="checkbox"/> Communication | <input type="checkbox"/> Numeracy | <input type="checkbox"/> Writing |

2. Look in the section called **What's Your Future as a Cook (415A)**? Then, fill in the blanks below.

Full-time or part-time with _____, weekends, and holidays; may work long and _____ hours

Which of the Skills for Success does this relate to? Put a checkmark next to your choice.

- | | | |
|--|--|--|
| <input type="checkbox"/> Adaptability | <input type="checkbox"/> Creativity and innovation | <input type="checkbox"/> Problem solving |
| <input type="checkbox"/> Collaboration | <input type="checkbox"/> Digital | <input type="checkbox"/> Reading |
| <input type="checkbox"/> Communication | <input type="checkbox"/> Numeracy | <input type="checkbox"/> Writing |

3. Read the questions in the section called **Self-Rating**. Then, fill in the blanks below.

A) Do you have the ability to _____ _____ with others?

Which of the Skills for Success does this relate to? Put a checkmark next to your choice.

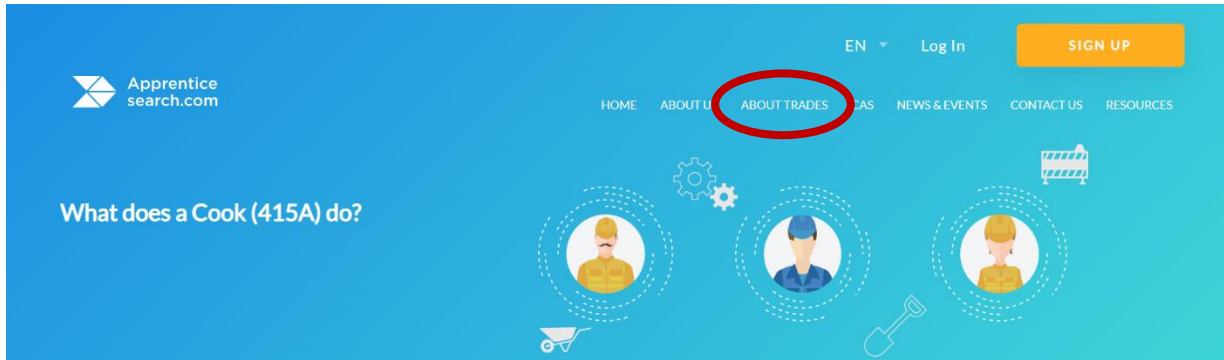
- | | | |
|--|--|--|
| <input type="checkbox"/> Adaptability | <input type="checkbox"/> Creativity and innovation | <input type="checkbox"/> Problem solving |
| <input type="checkbox"/> Collaboration | <input type="checkbox"/> Digital | <input type="checkbox"/> Reading |
| <input type="checkbox"/> Communication | <input type="checkbox"/> Numeracy | <input type="checkbox"/> Writing |

B) Do you have good reading, _____, mathematical, measuring and _____ skills?

Which of the Skills for Success does this relate to? There are many of them! Put checkmarks next to your choices.

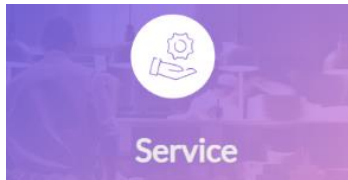
- | | | |
|--|--|--|
| <input type="checkbox"/> Adaptability | <input type="checkbox"/> Creativity and innovation | <input type="checkbox"/> Problem solving |
| <input type="checkbox"/> Collaboration | <input type="checkbox"/> Digital | <input type="checkbox"/> Reading |
| <input type="checkbox"/> Communication | <input type="checkbox"/> Numeracy | <input type="checkbox"/> Writing |

When you are done answering the questions, go back up to the top of the page and click “About Trades.”



That will take you back to the **About Trades** page on ApprenticesSearch.com.

Activity – Apprenticesearch.com Scavenger Hunt



Now that you know how to use the **About Trades** section of **Apprenticesearch.com** it is time to do a Scavenger Hunt. Look through the trades in the Service sector and find the following information. You will learn a lot and get comfortable using the website at the same time!

Scavenger hunt challenge #1: Find the trade called **Appliance Service Technician (445A)**.



1. What does the first line in the section called **Job Related Skills, Interests and Values** say?

2. Which of the Skills for Success does this relate to? Put a checkmark next to your choice.

- | | | |
|--|--|--|
| <input type="checkbox"/> Adaptability | <input type="checkbox"/> Creativity and innovation | <input type="checkbox"/> Problem solving |
| <input type="checkbox"/> Collaboration | <input type="checkbox"/> Digital | <input type="checkbox"/> Reading |
| <input type="checkbox"/> Communication | <input type="checkbox"/> Numeracy | <input type="checkbox"/> Writing |

3. What is the name of the section where you find out that Appliance Service Technicians need to completion a 6,000-hour apprenticeship, including a combination of on-the-job and in-school training?

4. What is the average hourly wage for fully qualified Appliance Service Technicians? \$ _____



Scavenger hunt challenge #2: Find the trade called **Horticultural Technician (441C)**.

1. What is the name of the section where you learn that Horticultural Technicians need to be able to effectively communicate with landscape designers, customers, and co-workers?

2. Which of the Skills for Success does this relate to? Put a checkmark next to your choice.

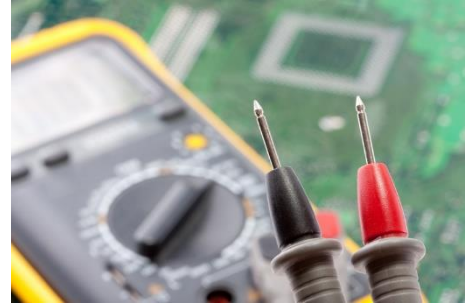
- | | | |
|--|--|--|
| <input type="checkbox"/> Adaptability | <input type="checkbox"/> Creativity and innovation | <input type="checkbox"/> Problem solving |
| <input type="checkbox"/> Collaboration | <input type="checkbox"/> Digital | <input type="checkbox"/> Reading |
| <input type="checkbox"/> Communication | <input type="checkbox"/> Numeracy | <input type="checkbox"/> Writing |

3. Do you need a high school diploma for this trade? Yes No

4. Name two trades that are related or similar to Horticultural Technician.

Scavenger hunt challenge #3: Find the trade called **Information Technology Hardware Technician (643B).**

1. Write down three of the **Job Related Skills, Interests and Values** for this trade that are related to the Skill for Success called “digital.”



2. How many hours is an Information Technology Hardware Technician apprenticeship? _____

3. How many weeks of in-school training is required for this trade? _____

4. What is the average hourly wage for an Information Technology Hardware Technician? \$_____



Scavenger hunt challenge #4: Find the trade called **Network Cabling Specialist (631A)**.

1. Choose one of the Skills for Success listed below. Then, write down one of the **Job Related Skills, Interests and Values** that is related to that skill.

- | | | |
|--|--|--|
| <input type="checkbox"/> Adaptability | <input type="checkbox"/> Creativity and innovation | <input type="checkbox"/> Problem solving |
| <input type="checkbox"/> Collaboration | <input type="checkbox"/> Digital | <input type="checkbox"/> Reading |
| <input type="checkbox"/> Communication | <input type="checkbox"/> Numeracy | <input type="checkbox"/> Writing |

What **Job Related Skill, Interest or Value** is related to this Skill for Success?

2. What two high school courses are considered “an asset” in the section called **What Preparation and Training Do You Need?**

3. Who are three employers listed in the section called **What's Your Future as a Network Cabling Specialist (631A)?**

4. What is the name of the section where you learn that Network Cabling Specialists should be able to travel for work and have a valid driver’s license?

Scavenger hunt challenge #5: Find a trade that interests you in the Service sector.



1. What trade did you choose? _____

2. List three things in the section called **Job Related Skills, Interests and Values** that you think you would be good at.

3. Which of the Skills for Success do these three skills, interests or values relate to? Put checkmarks next to all of your choices.

- | | | |
|--|--|--|
| <input type="checkbox"/> Adaptability | <input type="checkbox"/> Creativity and innovation | <input type="checkbox"/> Problem solving |
| <input type="checkbox"/> Collaboration | <input type="checkbox"/> Digital | <input type="checkbox"/> Reading |
| <input type="checkbox"/> Communication | <input type="checkbox"/> Numeracy | <input type="checkbox"/> Writing |

4. What is one thing in the section called **Job Related Skills, Interests and Values** that you would like to improve or learn more about?

5. Which of the Skills for Success does this relate to? Put a checkmark next to your choice.

- | | |
|--|--|
| <input type="checkbox"/> Adaptability | <input type="checkbox"/> Problem solving |
| <input type="checkbox"/> Collaboration | <input type="checkbox"/> Reading |
| <input type="checkbox"/> Communication | <input type="checkbox"/> Writing |
| <input type="checkbox"/> Creativity and innovation | |
| <input type="checkbox"/> Digital | |
| <input type="checkbox"/> Numeracy | |

6. What preparation and training do you need for this trade?

7. According to the section of this page called **What's Your Future as a...**, who are some of the employers you could work for?

8. Answer the questions in the section called **Self-Rating**. Write down the number of questions you answered "yes" to and the number of questions you answered "no" to.

I answered "yes" to _____ questions. I answered "no" to _____ questions.

9. Does the self-rating make you think this trade is a good fit for you? Yes No

10. Name two trades that are related or similar to the trade you chose.

Conclusion

You have learned a lot about the Skills for Success and ApprenticeshipSearch.com. Make a note about how you will use this information as you work towards your goal of becoming an apprentice in the skilled trades!

