



Wood Manufacturing Council/Conseil des fabricants de bois

DOCUMENT USE

Essential Skills Assessment Tool

Questions and Answers

2009

Wood Manufacturing Council
130 Albert St., Suite 1016
Ottawa, ON, K1P 5G4
Phone: (613) 567-5511
Fax: (613) 567-5411
e-mail: wmc@wmc-cfb.ca
Web Site: www.wmc-cfb.ca

This project is funded by the Government of Canada's Sector
Council Program.

Canada

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Introduction

Document Use refers to tasks that involve a variety of information displays in which words, numbers, icons and other visual characteristics (e.g., line, colour, shape) are given meaning by their spatial arrangement. For example, graphs, lists, tables, blueprints, schematics, drawings, signs and labels are documents used in the world of work.

If a document includes a paragraph of text such as on a label or a completed form, it is also included in *A. Reading Text*. Documents requiring the entry of words, phrases, sentences and paragraphs are also included in *C. Writing*.

Document Use includes:

- print and non-print media (for example, computer screen or microfiche documents, equipment gauges, clocks and flags)
- reading/interpreting and writing/completing/producing of documents

These two uses of documents often occur simultaneously as part of the same task, e.g., completing a form, checking off items on a list of tasks, plotting information on a graph, and entering information on an activity schedule.

Dimension	Level 1	Level 2	Level 3	Level 4	Level 5
Complexity of the Document (s)	<ul style="list-style-type: none"> • Document is very simple. Brief text combined with uncomplicated structure. E.g., simple signs, labels, list. • One document and one document type. 	<ul style="list-style-type: none"> • Document is simple. Multiple pieces of information. E.g., simple tables (i.e., small amount of information, no subparts). • One document or multiple documents of the same type. 	<ul style="list-style-type: none"> • Document is somewhat complex. Multiple pieces of information organized in sections with sub-headings or subparts. E.g., complex tables. Or • May be multiple simple documents which may include more than one document type (e.g., pie chart and bar graph). • May be specialized document types (i.e., familiarity with the document type is required for interpretation). E.g., Pareto charts, isometric drawings, Gantt charts. 	<ul style="list-style-type: none"> • Document is complex. Multiple pieces of information organized in multiple sections with one additional component, such as colour coding, scale, perspective and symbols. E.g., complex paint charts, floor plans. Or • Multiple documents and multiple types. • Specialized document types (i.e., familiarity with the document type is required for interpretation). E.g., Pareto charts, isometric drawings, Gantt charts. 	<ul style="list-style-type: none"> • Document is complex. Multiple pieces of information organized in multiple sections with two or more additional components, such as colour coding, scale, perspective and symbols. E.g., intricate aerial maps, isometric drawings. Or • Multiple documents and multiple types. • Specialized document types (i.e., familiarity with the document type is required for interpretation). E.g., Pareto charts, isometric drawings, Gantt charts.

Dimension	Level 1	Level 2	Level 3	Level 4	Level 5
Complexity of Finding/Entering Information	<p><u>Information Search</u></p> <ul style="list-style-type: none"> Limited search using key words, numbers, icons or other visual characteristics (e.g., line, colour, shape) to locate information. <p><u>Information Entry</u></p> <ul style="list-style-type: none"> Entering few pieces of information. <p><u>Thinking Process</u></p> <ul style="list-style-type: none"> Minimal inference is required. Information found or entered in the document is a literal match (i.e., identical) to the information required. Information needed is immediate and obvious. 	<p><u>Information Search</u></p> <ul style="list-style-type: none"> Locating one or more pieces of information using: one or two search criteria (e.g., using menu headings to find vegetarian choices); Or consecutive searches with the same one or two search criteria (e.g., using a phone list to find phone numbers for several people). Entering several pieces of information. <p><u>Thinking Process</u></p> <ul style="list-style-type: none"> A low level of inference is required. Information found or entered in the document(s) is a synonymous match (i.e., obviously related) to the information required. Information needed is fairly evident. 	<p><u>Information Search</u></p> <ul style="list-style-type: none"> Locating one or more pieces of information using: multiple search criteria, Or the <i>results</i> of one search in a subsequent search (e.g., finding the chemical composition of paint from its label and then using that information to search Material Safety Data Sheets). <p><u>Information Entry</u></p> <ul style="list-style-type: none"> Entering multiple pieces of information. <p><u>Thinking Process</u></p> <ul style="list-style-type: none"> A moderate degree of inference is required. The match between the information found or entered in the document(s) and the information required may be ambiguous. 	<p><u>Information Search</u></p> <ul style="list-style-type: none"> Locating multiple pieces of information using: <ul style="list-style-type: none"> multiple search criteria which may have to be developed by the user, Or the <i>results</i> of one search in a subsequent search. <p><u>Information Entry</u></p> <ul style="list-style-type: none"> Entering multiple pieces of information. <p><u>Thinking Process</u></p> <ul style="list-style-type: none"> Considerable inference may be required. Match between the information found or entered in the document(s) and the information required is ambiguous. One or more distractors may hinder the process of finding and/or entering the correct information. The information needed may be mentally restructured into categories devised by the user. 	<p><u>Information Search</u></p> <p>Locating multiple pieces of information using:</p> <ul style="list-style-type: none"> multiple search criteria which may have to be developed by the user; Or the <i>results</i> of one search in a subsequent search, possibly based on criteria developed by the user. <p><u>Information Entry</u></p> <p>Entering multiple pieces of information</p> <p><u>Thinking Process</u></p> <p>A high level of inference is required. The match between the information found or entered in the document(s) and the information required is ambiguous. Multiple distractors may hinder the process of finding and/or entering the correct information.</p> <ul style="list-style-type: none"> The information needed is mentally restructured into categories devised by the user.

WMC Essential Skills Assessment
Document Use

Dimension	Level 1	Level 2	Level 3	Level 4	Level 5
Complexity of Information Use	<ul style="list-style-type: none"> • No knowledge of the content (i.e., substance) of the document is required to use the information. • No analysis required. • Information is used in the form it is found. • Information is entered in the form it is found. 	<ul style="list-style-type: none"> • Limited knowledge of the content (i.e., substance) of the document may be required to use the information. • Limited analysis required. - Information found in the document(s) may be rearranged to make simple comparisons. E.g., preparing a list of the top ten sales representatives each month to compare performance. • Information available may be rearranged for entry onto the document. E.g., rearrange alphabetically listed contacts into a listing by province. 	<ul style="list-style-type: none"> • Some knowledge of the content (i.e., substance) of the document is required to use the information. • Some analysis required involving selection and integration of information. • Information found in the document(s) must be integrated. E.g., integrate information from two diagrams in a repair manual to troubleshoot the problem. • Information must be combined for entry onto the document. E.g., completing a monthly quality control form by integrating information from several production lines. 	<ul style="list-style-type: none"> • Specialized knowledge of the content (i.e., substance) of the document may be required. • Multiple pieces of information from multiple sources are synthesized. The quality of information may be evaluated for accuracy and omissions. • Information found in the document(s) is synthesized and possibly evaluated. E.g., weather forecasting using data synthesized from many sources and evaluated as to its accuracy. Information must be synthesized for entry onto the document. E.g., preparing tax returns using data from many sources. 	<ul style="list-style-type: none"> • Specialized knowledge of the content (i.e., substance) of the document is required. • Information is evaluated to make judgements of quality based on criteria and/or to draw conclusions. E.g., critique research data to note methodological flaws.

DOCUMENT USE COMPLEXITY LEVEL 1

1. A Cabinetmaker needs a piece of wood in the construction of a cabinet and consults the following diagram with measurements in millimetres:

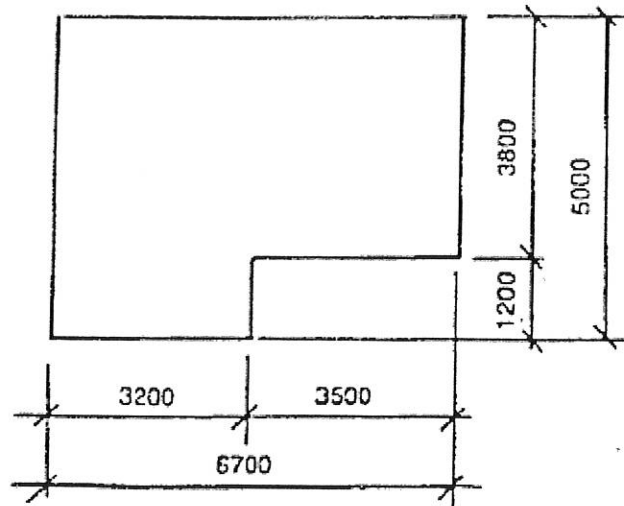


Figure 5 Lines are parallel

Based on the diagram, what are the total dimensions of the piece of wood (without cutting)?

- | | | |
|----|-------------|--------------------------|
| A. | 3200 x 1200 | <input type="checkbox"/> |
| B. | 3200 x 3500 | <input type="checkbox"/> |
| C. | 3500 x 1200 | <input type="checkbox"/> |
| D. | 6700 x 5000 | <input type="checkbox"/> |

Item Number:	1
Skill:	Document Use
Complexity Level:	1

1.

- A. 3200 x 1200 ☐
- B. 3200 x 3500 ☐
- C. 3500 x 1200 ☐
- D. 6700 x 5000 ☒

Rationale:

A is incorrect. These are the dimensions of a section of the piece of wood.

B is incorrect. These are the two widths of one side.

C is incorrect. These are the dimensions of the cut.

D is correct.

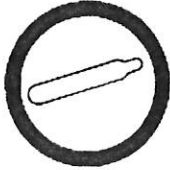







2. A manufacturing labourer consults the following WHMIS (Workplace Hazardous Materials Information System) poster and WHMIS label before opening a can of wood stain:

Health Canada Santé Canada

Canada

Do You Know These Vital Signs?

THE HAZARD SYMBOLS OF WHMIS

CLASS A Compressed Gas			CLASS B Poisonous and Infectious Material (material causing other toxic effects)
CLASS B Flammable and Combustible Material			CLASS B Poisonous and Infectious Material (Biohazardous Infectious Material)
CLASS C Oxidizing Material			CLASS D Corrosive Material
CLASS D Poisonous and Infectious Material (material causing immediate and serious effects)			CLASS E Dangerously Reactive Material

For more information, consult the MSDS and visit the Health Canada WHMIS Web site

Workplace Hazardous Materials Information System

The manufacturing labourer is wondering whether or not the stain is flammable. By referring to the poster, which of the following symbols would he look for on the can of wood stain?



Item Number:	2
Skill:	Document Use
Complexity Level:	1

2.



Rationale:

A is incorrect as it represents an oxidizing material.

B is correct as it represents a flammable material.

C is incorrect as it represents a corrosive material.

D is incorrect as it represents a compressed gas.

3. A furniture assembler would like to order some supplies for his current project and has consulted the following chart:

Code	Description	Delivery Time
3235980	Flat screws W/S plain #8 2½"	6
0923847	Mitre bolts ¼" x 2½"	7
0935428	Finish nail, galvanised 2"	15
0398242	Staples SX5035 1 3/16"	10
8543587	Pan head screws, #8, 1½"	5

How many days would it take to deliver bolts to the furniture assembler?

- A. 15 Days ☐
- B. 10 Days ☐
- C. 7 Days ☐
- D. 5 Days ☐

Item Number:	3
Skill:	Document Use
Complexity Level:	1

3.

- A. 15 Days ☐
- B. 10 Days ☐
- C. 7 Days ☒
- D. 5 Days ☐

Rationale:

A is incorrect since the nails will take 15 days to deliver

B is incorrect since the staples will take 10 days to deliver

C is correct

D is incorrect since the screws will take 5 days to deliver

4. A cabinet installer needs to measure a counter-top for a kitchen and uses this checklist:

- ☐ Check wall for squareness. Use 3-4-5 or a square piece of panel.
- ☐ Measure kitchen-top at the front of the cabinets. Usually the walls will slope in the corner of the drywall because of the crackfill.
- ☐ If using gimp moulding add nothing to the measurement
- ☐ If scribing, add a minimum of 1/8" to measurement to allow for overhang.
- ☐ When cabinet is open on both sides, add 1/4" to overall measurement to allow for both overhangs.
- ☐ Make sure you are cutting out of right lengths for each overhang.

If the cabinet installer is scribing, what is the minimum length that needs to be added to the measurement?

- A. 1/8" ☐
- B. 1/5" ☐
- C. 1/4" ☐
- D. 3" ☐

Item Number:	4
Skill:	Document Use
Complexity Level:	1

4.

- A. 1/8" ☒
- B. 1/5" ☐
- C. 1/4" ☐
- D. 3" ☐

Rationale:

A is correct

B is incorrect since the 3-4-5 is used to check for squareness

C is incorrect since 1/4" should be added to the measurement for overhangs when the cabinet is open

D is incorrect since the 3-4-5 is used to check for squareness

5. Jane, a door maker, needs to know when her next shift will be and consults the posted work schedule:

	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>
Jane		10 – 5		2 -7	
Indri	9 – 12	10 - 2	12 – 5		
Sam	Vacation	Vacation	Vacation	Vacation	Vacation
Ivan			10 – 2	9 – 5	4 – 8
Carlos	9 – 5	9 – 5	9 – 5	9 – 5	9 – 5
Larry	1 – 7	1 – 7	1 – 7	1 – 7	1 – 7

What is Jane's shift on Thursday?

- A. 2-7 ☐
- B. 10-5 ☐
- C. Jane is on Vacation ☐
- D. 1-7 ☐

Item Number:	5
Skill:	Document Use
Complexity Level:	1

5.

- A. 2-7 ☒
- B. 10-5 ☐
- C. Jane is on Vacation ☐
- D. 1-7 ☐

Rationale:

A is correct

B is incorrect, Jane is working 10-5 on Tuesday

C is incorrect, Sam is on Vacation

D is incorrect, Larry is working 1-7

6. When constructing a wooden bench, a woodworker refers to the following chart outlining the bench parts and quantities required to complete the project.

Description	Quantity
Legs	4
Side panels (plywood)	2
Cross member supports	6
Central supports	4
Central plywood dividers	4
Main workbench support	2
Base supports	2
Workbench surface (plywood)	1
Back panel (hardboard)	1

Using the chart above, how many base supports are required to complete the wooden bench?

- A. 1 ☐
- B. 2 ☐
- C. 4 ☐
- D. 6 ☐

Item Number:	6
Skill:	Document Use
Complexity Level:	1

6.

- A. 1 ☐
- B. 2 ☒
- C. 4 ☐
- D. 6 ☐

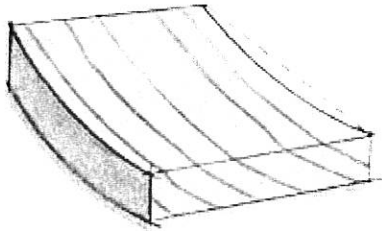
Rationale:

- A. Incorrect. The chart indicates a quantity of 1 required for the Workbench surface and the Back panel.
- B. Correct. The chart indicates that 2 Base supports are required
- C. Incorrect. The chart indicates that a quantity of 4 is required for legs, central supports, and central plywood dividers.
- D. Incorrect. The chart indicates that a quantity of 6 is required for the cross member supports.

7. A wood worker notes that a bundle of defective lumber has been received in the lumber yard and refers to a notice on Common Lumber Defects.

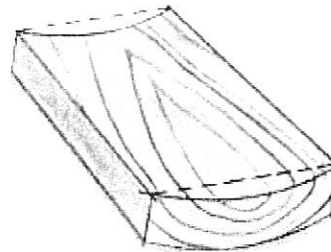
Common Lumber Defects

1.



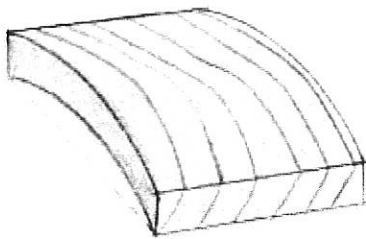
BOW: Warp on the face of a board from end to end.

2.



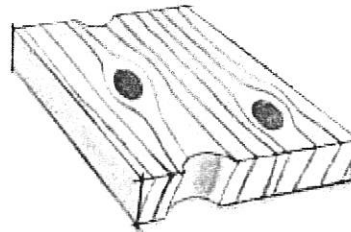
CUP: Hollow across the face of a board.

3.



CROOK: Warp along the edge line, also known as crown.

4.



KNOT or KNOTHOLE: A tight knot is usually not a problem. A loose or dead knot, surrounded by a dark ring, may fall out or may have already left a hole.

If the lumber is warped on the face from end to end, what lumber defect should be identified on the inventory sheet based on the above Common Lumber Defects notice?

- A. Bow ☐
- B. Cup ☐
- C. Crook ☐
- D. Knot ☐

Item Number:	7
Skill:	Document Use
Complexity Level:	1

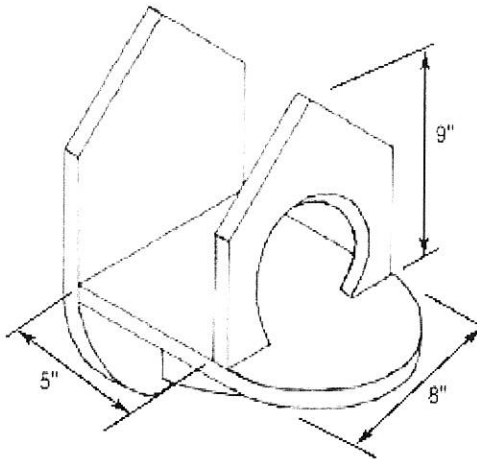
7.

- A. Bow ☒
- B. Cup ☐
- C. Crook ☐
- D. Knot ☐

Rationale:

- A. Correct. Bow -This defect describes a warp on the face of a board from end to end.
- B. Cup- This defect describes a hollow across the face of the board.
- C. Incorrect. Crook- This defect notes wood warped along edge line vs. end to end
- D. Incorrect. Knot - This defect does not relate to warping of the wood.

8. A woodworker is constructing a Birdfeeder referring to the following plans:



According to the above plan diagram, what is the height of the front of the bird feeder?

- A. 5" ☐
- B. 8" ☐
- C. 9" ☐
- D. 13" ☐

Item Number:	8
Skill:	Document Use
Complexity Level:	1

8.

- A. 5" ☐
- B. 8" ☐
- C. 9" ☒
- D. 13" ☐

Rationale:

- A. Incorrect. The diagram indicates that the width length of the birdfeeder is 5" inches.
- B. Incorrect. The diagram indicates that the front base of the birdfeeder has a width of 8" inches.
- C. Correct. The diagram indicates that the height of the front of the birdfeeder is 9" inches.
- D. Incorrect. The diagram information does not indicate a measurement of 2" inches within the plan.

9. Paul, a furniture assembler, is completing an order form for connector bolts.

Connector Bolts:	
Quantity	Item
10	Connector Bolts - 1-1/8" (for joining two 3/4" pieces)
16	Connector Bolts - 3/8" x 2"
24	Connector Bolts - 3/8" x 2 3/4"
12	Connector Bolts - 3/8" x 3 1/2"
13	Connector Bolts - 3/8" x 4 3/4"

Using the order form provided above, how many Connector Bolts at 2-3/4" is Paul ordering?

- A. 10 ☐
- B. 13 ☐
- C. 16 ☐
- D. 24 ☐

Item Number:	9
Skill:	Document Use
Complexity Level:	1

9.

- A. 10 ☐
- B. 13 ☐
- C. 16 ☐
- D. 24 ☒

Rationale:

- A. Incorrect. The order form indicates a quantity of 10 connector bolts for item Connector Bolts - 1-1/8" (for joining two 3/4" pieces)
- B. Incorrect. The order form indicates a quantity of 13 connector bolts for item Connector Bolts - 4-3/4"
- C. Incorrect. The order form indicates a quantity of 16 connector bolts for item Connector Bolts - 2"
- D. Correct. The order form indicates a quantity of 24 connector bolts for item Connector Bolts - 2 3/4"

10. A furniture assembler is preparing to assemble a writing desk for a customer and refers to the information on the order tag to confirm the wood finish.

Ottawa Furniture Assemblers	
Date:	May 16, 2006
Customer:	Mr. Cartwright 6 Pine Lane Ottawa, Ontario
Phone:	613-222-6677
<hr/>	
Item Description	Quantity
Writing Desk # 2206	1
<hr/>	
Wood Finish	
Oak <input type="checkbox"/>	Maple <input checked="" type="checkbox"/>
Birch <input type="checkbox"/>	Unfinished <input type="checkbox"/>

According to the information on the order tag above, what finish selection has the customer ordered?

- A. Oak ☐
- B. Maple ☐
- C. Birch ☐
- D. Unfinished ☐

Item Number:	10
Skill:	Document Use
Complexity Level:	1

10.

- A. Oak ☐
- B. Maple ☒
- C. Birch ☐
- D. Unfinished ☐

Rationale:

- A. Incorrect. Oak is not indicated with an **X** on the order tag
- B. Correct. Maple is indicated with an **X** on the order tag.
- C. Incorrect. Birch is not indicated with an **X** on the order tag.
- D. Incorrect. Unfinished is not indicated with an **X** on the order tag.