

Employers are apparently not always explicit and this was acknowledged by them. They assume knowledge of their occupational field. They put the onus for getting a complete job description on the manpower representative taking the order. A telephone clerk can only record the general category of the job order. The employer should be referred to a counsellor or counsellor assistant who has an understanding of the nature of his business and who will follow through with that employer the final disposition of the job order.

To assist counsellors to understand employers' requirements, the Division has developed occupational reference guides which classify jobs more precisely. They provide guidance to counsellors about training prerequisites and prevailing rates of pay. *The Canadian Classification and Dictionary of Occupations* gives information about 20,000 different jobs. Mr. Manion told the Committee:

It is being generally used, and will be increasingly used throughout the educational and training system in Canada, and throughout the counselling system in Canada. It is by far, I think, the most sophisticated and accurate device available to counsellors in this country. (6:21)

Even so at least one association of small employers, the Canadian Restaurant Association, was specifically critical of this occupational guide as being "vague in its terminology in some areas and difficult to fully understand if one is not experienced in the food service industry." The brief submitted to the Committee by this Association called for revision and updating of the guide.

There was no consensus among employers writing to the Committee about the speed with which the job order is processed. While many complained that very little attention was paid to the urgency of a particular opening, others stated they were satisfied with the time taken to make referrals. The Division is fully aware that successful placements most often result from prompt action on a job order and that delay leads to cancellation. It regards the time factor as one indicator of the effectiveness of its placement services. The Committee was told that in 1973-74, 63 per cent of all job orders were satisfactorily filled within ten days of receiving the order. It is apparent that job orders have a distinct 'shelf-life', an effective time-limit. The job order placed by an employer should carry an agreed time-limit after which referrals are only made if it is established by direct contact that that employer is still interested.

The consequences of the incorrect appraisal of the job description will be assessed in connection with the entire screening process.

The employer who seeks workers should be given a contact in the Canada Manpower Centre who should be a manpower counsellor or a counsellor assistant. This is necessary to secure the cooperation of employers and thereby to fulfill Canada Manpower's responsibility to the job seeker.

The Committee recommends that the Division improve arrangements for the receipt of job orders to ensure that all relevant information is included and that the order is an accurate description of the work and the working conditions.