**List of All Competency Profiles**

This list contains Competency Profiles classified by group and level.

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| **Group & Level** | **Job Title** | | |
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| AS | Click [here](http://servicecanada.prv/eng/initiatives/sm/smsm/cpcg/index.shtml) for Competency Profiles at Service Canada  Click [here](http://hrsdc.prv/eng/iit/spam/wm/tm/cp/cp-job-profiles.shtml) for Competency Profiles at Innovation, Information and Technology Branch (IITB) | | |
| [AS-02](#AS02ADMINOFF) | Administrative Officer (2NA00709) | | |
| [AS-03](#AS03) | Corporate Services Consultant | | |
| [AS-03](#AS03ADMSER) | Administrative Services Coordinator (2NA00710) | | |
| [AS-04](#AS04QUALITY) | Quality Assurance/Client Service Advisor | | |
| [AS-05](#AS05) | Manager-Corporate Services | | |
| CR | Click [here](http://servicecanada.prv/eng/initiatives/sm/smsm/cpcg/index.shtml) for Competency Profiles at Service Canada  Click [here](http://hrsdc.prv/eng/iit/spam/wm/tm/cp/cp-job-profiles.shtml) for Competency Profiles at Innovation, Information and Technology Branch (IITB) | | |
| [CR-04](#CR04ADMASSOUTREACH) | Administrative Assistant -Outreach - Canada Student Loans Program | | |
| [CR-04](#CR04ADMASS) | Administrative Support Assistant (2NA00707) | | |
| [CR-04](#CR04SERVIDELIV) | Service Delivery Representative I - Client Services - Canada Student Loans Program | | |
| [CR-04](#CR04ADMCLIENTSERVI) | Administrative Assistant - Client Services - Canada Student Loans Program | | |
| [CR-05](#CR05TRAINING) | Training Administration Support Assistant | | |
| [CR-05](#CR05HR) | Human Resources Services Assistant (2NA00735) | | |
| CS | Click [here](http://hrsdc.prv/eng/iit/spam/wm/tm/cp/cp-job-profiles.shtml) for Competency Profiles at Innovation, Information and Technology Branch(IITB) | | |
| [EDS-02](#ED02) | Education Specialist | | |
| IS | Click [here](http://servicecanada.prv/eng/initiatives/sm/smsm/cpcg/index.shtml) for Competency Profiles at Service Canada | | |
| [PE-03](#PE03) | Human Resources Consultant (2NA00693) | | |
| [PE-04](#PE04) | Team Leader/Chief of Human Resources (2NA00696) | | |
| [PE-04](#PE04HRCORPADVI) | Human Resources Corporate Advisor (2NA00695) | | |
| [PE-05](#PE05) | Human Resources National Project Leader (2NA00698) | | |
| [PE-05](#PE05MANAGER) | Human Resources Manager (2NA00699) | | |
| [PG-02](#PG02) | Contracting and Procurement Officer | | |
| [PG-03](#PG03) | Contracting Specialist | | |
| [PG-04](#PG04) | Contracting Specialist/Branch Expert | | |
| PM | Click [here](http://servicecanada.prv/eng/initiatives/sm/smsm/cpcg/index.shtml) for Competency Profiles at Service Canada | | |
| [PM-02](#PM02ADBOFFICER) | Administrative officer - Client Services - Canada Student Loans Program | | |
| [PM-02](#PM02PROGOFFICEROUTREACHLOAN) | Program officer - Outreach - Canada Student Loans Program | | |
| [PM-02](#PM02PROGOFFICERCLIENTSERVICESLOAN) | Program Officer - Client Services - Canada Student Loans Program | | |
| [PM-02](#PM02SERVICEDELIVERY) | Service Delivery Representative II - Client Services - Canada Student Loans program | | |
| [PM-02](#PM02PROGRAMGENERALABOUR) | Program Generalist - Labour Branch | | |
| [PM-03](#PM03PROGRAMOFFICERLABOUR) | Program Officer/Advisor - Labour Branch | | |
| [PM-03](#PM03PROGRAMOFFICERCLIENTSERVICE) | Program Officer - Client Services - Canada Student Loans Program | | |
| [PM-03](#PM03TEAMLEADER) | Team Leader - Client Services - Canada Student Loans Program | | |
| [PM-04](#PM04SENIORPROGOFFICERLABOUR) | Senior Program Officer/Advisor - Labour Branch | | |
| [PM-04](#PM04SERVICEDELIVERYDIS) | Service Delivery Disability Specialist - Client Services - Canadian Student Loans Program | | |
| [PM-05](#PM05PROGRAMADVILOAN) | Program advisor -Outreach - Canada Student Loans Program | | |
| [TI-05](#TI05) | Labour Affairs Officer (2NA00323) | | |

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| **Competency Profile**  **(AS-02) Administrative Officer (2NA00709)** |

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| **Core Competencies** | **Group Competencies  (Program and Administrative Support )** |
| * Communication (3) * Thinking Skills (3) * Using Technology (3) * Changing and Learning (3) * Client Focus (3) * Initiative (4) * Positive Attitude (3) * Working with Others (3) * Knowing our business (3) | * Applying Principles and Procedures (3) * Diagnostic Information Gathering (3) * Verification and Accuracy (4) |

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| **Task Competencies** |
| * Evaluating and Improving Services (3) * Planning and Organizing (3) * Knowledge of principles, policies and practices related to the management of human resources, finance, procurement and government information in the Federal Public Service (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(AS-03) Corporate Services Consultant** |

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| **Core Competencies** | **Group Competencies  (Advisory Services)** |
| * Communication (3) * Thinking Skills (4) * Using Technology (3) * Changing and Learning (3) * Client Focus (4) * Initiative (3) * Positive Attitude (3) * Working with Others (3) * Knowing our business (3) | * Applying Principles and Procedures (4) * Consulting (3) * Diagnostic Information Gathering (4) * Evaluating and Improving Services (3) * Planning and Organizing (4) * Influence (3) * Interpersonal Awareness (3) |

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| **Task Competencies** |
| * Arithmetic Calculation (3) * Verification and Accuracy (4) * Knowledge of principles, policies and practices related to the management of human resources, finance, procurement and government information in the Federal Public Service (4) * Knowledge of the Corporate Management System (4) * Knowledge of the department's business planning, accountability and budgetary process (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(AS-03) Administrative Services Coordinator (2NA00710)** |

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| **Core Competencies** | **Group Competencies  (Program and Administrative Support )** |
| * Communication (3) * Thinking Skills (3) * Using Technology (3) * Changing and Learning (3) * Client Focus (3) * Initiative (3) * Positive Attitude (3) * Working with Others (3) * Knowing our business (3) | * Applying Principles and Procedures (3) * Diagnostic Information Gathering (3) * Verification and Accuracy (4) |

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| **Task Competencies** |
| * Evaluating and Improving Services (3) * Planning and Organizing (4) * Decisiveness (3) * Knowledge of principles, policies and practices related to the management of human resources, finance, procurement and government information in the Federal Public Service (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(AS-04) Quality Assurance/Client Service Advisor** |

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| **Core Competencies** | **Group Competencies  (Advisory Services)** |
| * Communication (3) * Thinking Skills (4) * Using Technology (3) * Changing and Learning (3) * Client Focus (4) * Initiative (3) * Positive Attitude (3) * Working with Others (3) * Knowing our business (3) | * Applying Principles and Procedures (4) * Consulting (3) * Diagnostic Information Gathering (3) * Evaluating and Improving Services (3) * Facilitation Skills (2) * Planning and Organizing (3) * Presentation Skills (3) * Relationship Building (4) * Influence (3) * Interpersonal Awareness (3) |

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| **Task Competencies** |
| * Coaching (3) * Strategic Thinking (3) * Knowledge of project management principles, practices and tools (3) * Knowledge of quality management and quality assurance methodologies and tools (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(AS-05) Manager-Corporate Services** |

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| **Core Competencies** | **Group Competencies  (Management)** |
| * Communication (4) * Thinking Skills (4) * Using Technology (3) * Changing and Learning (3) * Client Focus (4) * Initiative (3) * Positive Attitude (4) * Working with Others (4) * Knowing our business (3) | * Engagement (4) * Management Excellence (4) * Strategic Thinking (3) * Values and Ethics (4) |

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| **Task Competencies** |
| * Negotiating Skills (3) * Strategic & Analytical Thinking (3) * Knowledge of Modern Comptrollership concepts and tools (3) * Knowledge of Old Age Security and Canada Pension Plan programs and their objectives and priorities (3) * Knowledge of principles, policies and practices related to the management of human resources, finance, procurement and government information in the Federal Public Service (3) * Knowledge of the Corporate Management System (3) * Knowledge of the department's business continuity planning methodologies, standards and procedures, including contingency planning (4) * Knowledge of the department's business planning, accountability and budgetary process (4) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(CR-04) Administrative Assistant -Outreach - Canada Student Loans Program** |

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| **Core Competencies** | **Group Competencies  (Program and Administrative Support )** |
| * Communication (3) * Thinking Skills (3) * Using Technology (3) * Changing and Learning (3) * Client Focus (4) * Initiative (3) * Positive Attitude (3) * Working with Others (4) * Knowing our business (3) | * Applying Principles and Procedures (4) * Diagnostic Information Gathering (3) * Verification and Accuracy (3) |

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| **Task Competencies** |
| * Knowledge of principles, policies and practices related to the management of human resources, finance, procurement and government information in the Federal Public Service (3) * Knowledge of the mandate, objectives and policies of the Canada Student Loans Program (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(CR-04) Administrative Support Assistant (2NA00707)** |

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| **Core Competencies** | **Group Competencies  (Program and Administrative Support )** |
| * Communication (3) * Thinking Skills (3) * Using Technology (3) * Changing and Learning (3) * Client Focus (3) * Initiative (3) * Positive Attitude (3) * Working with Others (3) * Knowing our business (3) | * Applying Principles and Procedures (3) * Diagnostic Information Gathering (3) * Verification and Accuracy (4) |

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| **Task Competencies** |
| * Arithmetic Calculation (3) * Planning and Organizing (3) * Knowledge of principles, policies and practices related to the management of human resources, finance, procurement and government information in the Federal Public Service (2) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(CR-04) Service Delivery Representative I - Client Services - Canada Student Loans Program** |

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| **Core Competencies** | **Group Competencies  (Primary Service Delivery)** |
| * Communication (3) * Thinking Skills (3) * Using Technology (3) * Changing and Learning (3) * Client Focus (4) * Initiative (3) * Positive Attitude (3) * Working with Others (3) * Knowing our business (3) | * Applying Principles and Procedures (3) * Diagnostic Information Gathering (4) * Verification and Accuracy (4) * Interpersonal Awareness (3) |

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| **Task Competencies** |
| * Knowledge of the mandate, objectives and policies of the Canada Student Loans Program (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(CR-04) Administrative Assistant - Client Services - Canada Student Loans Program** |

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| **Core Competencies** | **Group Competencies  (Program and Administrative Support )** |
| * Communication (3) * Thinking Skills (3) * Using Technology (3) * Changing and Learning (3) * Client Focus (4) * Initiative (3) * Positive Attitude (3) * Working with Others (4) * Knowing our business (3) | * Applying Principles and Procedures (4) * Diagnostic Information Gathering (3) * Verification and Accuracy (3) |

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| **Task Competencies** |
| * Knowledge of principles, policies and practices related to the management of human resources, finance, procurement and government information in the Federal Public Service (3) * Knowledge of the mandate, objectives and policies of the Canada Student Loans Program (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(CR-05) Training Administration Support Assistant** |

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| **Core Competencies** | **Group Competencies  (Program and Administrative Support )** |
| * Communication (3) * Thinking Skills (3) * Using Technology (4) * Changing and Learning (3) * Client Focus (3) * Initiative (3) * Positive Attitude (3) * Working with Others (4) * Knowing our business (3) | * Applying Principles and Procedures (3) * Diagnostic Information Gathering (3) * Verification and Accuracy (4) |

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| **Task Competencies** |
| * Arithmetic Calculation (3) * Coaching (4) * Evaluating and Improving Services (3) * Creativity (3) * Results Orientation (4) * Knowledge of the Employment Insurance Program, its mandate, vision and priorities (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(CR-05) Human Resources Services Assistant (2NA00735)** |

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| **Core Competencies** | **Group Competencies  (Program and Administrative Support )** |
| * Communication (3) * Thinking Skills (3) * Using Technology (4) * Changing and Learning (3) * Client Focus (4) * Initiative (3) * Positive Attitude (3) * Working with Others (3) * Knowing our business (2) | * Applying Principles and Procedures (3) * Diagnostic Information Gathering (3) * Verification and Accuracy (4) |

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| **Task Competencies** |
| * Knowledge of principles, policies and practices related to Human Resources Management in the Federal Public Service (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(EDS-02) Education Specialist** |

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| **Core Competencies** | **Group Competencies  (Advisory Services)** |
| * Communication (3) * Thinking Skills (4) * Using Technology (3) * Changing and Learning (3) * Client Focus (4) * Initiative (3) * Positive Attitude (3) * Working with Others (4) * Knowing our business (3) | * Applying Principles and Procedures (3) * Consulting (3) * Diagnostic Information Gathering (4) * Evaluating and Improving Services (3) * Facilitation Skills (3) * Planning and Organizing (4) * Presentation Skills (3) * Relationship Building (4) * Interpersonal Awareness (3) |

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| **Task Competencies** |
| * Coaching (3) * Management Excellence (3) * Policy Analysis (3) * Training Design Skills (4) * Verification and Accuracy (4) * Written communication (4) * Creativity (3) * Innovation (3) * Knowledge of IT industry trends (4) * Knowledge of adult learning principles and practices (4) * Knowledge of policies and practices related to website design and use of Inter/Intranet technologies within the Federal Public Service (4) * Knowledge of project management principles, practices and tools (4) * Knowledge of the department's user applications (4) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(PE-03) Human Resources Consultant (2NA00693)** |

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| **Core Competencies** | **Group Competencies  (Advisory Services)** |
| * Communication (3) * Thinking Skills (4) * Using Technology (3) * Changing and Learning (3) * Client Focus (3) * Initiative (3) * Positive Attitude (3) * Working with Others (3) * Knowing our business (3) | * Applying Principles and Procedures (4) * Consulting (3) * Diagnostic Information Gathering (4) * Facilitation Skills (3) * Presentation Skills (3) * Relationship Building (3) * Influence (3) |

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| **Task Competencies** |
| * Decisiveness (3) * Knowledge of principles, policies and practices related to Human Resources Management in the Federal Public Service (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| |  | | --- | | **Competency Profile**  **(PE-04) Team Leader/Chief of Human Resources (2NA00696)** |  |  |  | | --- | --- | | **Core Competencies** | **Group Competencies  (Management)** | | * Communication (4) * Thinking Skills (4) * Using Technology (3) * Changing and Learning (3) * Client Focus (4) * Initiative (3) * Positive Attitude (4) * Working with Others (3) * Knowing our business (3) | * Client Service Excellence (3) * Engagement (3) * Management Excellence (3) * Strategic Thinking (3) * Values and Ethics (3) |  |  | | --- | | **Task Competencies** | | * Interpersonal Awareness (3) * Knowledge of principles, policies and practices related to the management of human resources, finance, procurement and government information in the Federal Public Service (3) |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |   **Competency Profile**  **(PE-04) Human Resources Corporate Advisor (2NA00695)** |

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| **Core Competencies** | **Group Competencies  (Advisory Services)** |
| * Communication (4) * Thinking Skills (4) * Using Technology (3) * Changing and Learning (3) * Client Focus (3) * Initiative (4) * Positive Attitude (3) * Working with Others (3) * Knowing our business (3) | * Applying Principles and Procedures (4) * Consulting (4) * Diagnostic Information Gathering (4) * Evaluating and Improving Services (3) * Facilitation Skills (3) * Presentation Skills (3) * Relationship Building (3) * Influence (4) |

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| **Task Competencies** |
| * Negotiating Skills (3) * Strategic & Analytical Thinking (3) * Knowledge of principles, policies and practices related to Human Resources Management in the Federal Public Service (4) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(PE-05) Human Resources National Project Leader (2NA00698)** |

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| **Core Competencies** | **Group Competencies  (Advisory Services)** |
| * Communication (4) * Thinking Skills (4) * Using Technology (3) * Changing and Learning (3) * Client Focus (3) * Initiative (4) * Positive Attitude (3) * Working with Others (3) * Knowing our business (3) | * Consulting (3) * Facilitation Skills (4) * Presentation Skills (3) |

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| **Task Competencies** |
| * Engagement (3) * Management Excellence (3) * Negotiating Skills (3) * Strategic Thinking (3) * Knowledge of principles, policies and practices related to Human Resources Management in the Federal Public Service (4) * Knowledge of principles, policies and practices related to the management of human resources, finance, procurement and government information in the Federal Public Service (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(PE-05) Human Resources Manager (2NA00699)** |

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| **Core Competencies** | **Group Competencies  (Management)** |
| * Communication (4) * Thinking Skills (4) * Using Technology (3) * Changing and Learning (4) * Client Focus (4) * Initiative (4) * Positive Attitude (4) * Working with Others (4) * Knowing our business (3) | * Client Service Excellence (3) * Engagement (3) * Management Excellence (4) * Strategic Thinking (3) * Values and Ethics (3) |

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| **Task Competencies** |
| * Negotiating Skills (3) * Knowledge of principles, policies and practices related to Human Resources Management in the Federal Public Service (4) * Knowledge of principles, policies and practices related to the management of human resources, finance, procurement and government information in the Federal Public Service (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(PG-02) Contracting and Procurement Officer** |

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| **Core Competencies** | **Group Competencies  (Advisory Services)** |
| * Communication (3) * Thinking Skills (4) * Using Technology (3) * Changing and Learning (3) * Client Focus (4) * Initiative (3) * Positive Attitude (3) * Working with Others (3) * Knowing our business (3) | * Applying Principles and Procedures (3) * Consulting (3) * Diagnostic Information Gathering (3) * Presentation Skills (3) * Relationship Building (3) * Influence (3) * Interpersonal Awareness (3) |

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| **Task Competencies** |
| * Negotiating Skills (3) * Verification and Accuracy (4) * Decisiveness (2) * Knowledge of material life-cycle management in the Federal Public Service (3) * Knowledge of principles, policies and practices related to the management of human resources, finance, procurement and government information in the Federal Public Service (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(PG-03) Contracting Specialist** |

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| **Core Competencies** | **Group Competencies  (Advisory Services)** |
| * Communication (3) * Thinking Skills (4) * Using Technology (3) * Changing and Learning (3) * Client Focus (4) * Initiative (3) * Positive Attitude (3) * Working with Others (3) * Knowing our business (3) | * Applying Principles and Procedures (4) * Consulting (3) * Diagnostic Information Gathering (3) * Presentation Skills (3) * Relationship Building (3) * Influence (3) * Interpersonal Awareness (3) |

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| **Task Competencies** |
| * Negotiating Skills (3) * Verification and Accuracy (4) * Decisiveness (3) * Knowledge of material life-cycle management in the Federal Public Service (3) * Knowledge of principles, policies and practices related to the management of human resources, finance, procurement and government information in the Federal Public Service (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(PG-04) Contracting Specialist/Branch Expert** |

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| **Core Competencies** | **Group Competencies  (Management)** |
| * Communication (4) * Thinking Skills (4) * Using Technology (3) * Changing and Learning (3) * Client Focus (4) * Initiative (3) * Positive Attitude (3) * Working with Others (3) * Knowing our business (3) | * Client Service Excellence (3) * Engagement (3) * Strategic Thinking (4) * Values and Ethics (3) |

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| **Task Competencies** |
| * Applying Principles and Procedures (4) * Coaching (3) * Consulting (4) * Evaluating and Improving Services (3) * Facilitation Skills (3) * Negotiating Skills (3) * Planning and Organizing (3) * Presentation Skills (3) * Strategic & Analytical Thinking (4) * Verification and Accuracy (3) * Decisiveness (3) * Influence (3) * Knowledge of Modern Comptrollership concepts and tools (4) * Knowledge of material life-cycle management in the Federal Public Service (3) * Knowledge of principles, policies and practices related to the management of human resources, finance, procurement and government information in the Federal Public Service (4) |

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| --- | --- | --- | --- | --- | --- |
| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(PM-02) Administrative officer - Client Services - Canada Student Loans Program** |

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| **Core Competencies** | **Group Competencies  (Program and Administrative Support )** |
| * Communication (3) * Thinking Skills (3) * Using Technology (3) * Changing and Learning (3) * Client Focus (3) * Initiative (4) * Positive Attitude (3) * Working with Others (4) * Knowing our business (3) | * Applying Principles and Procedures (4) * Diagnostic Information Gathering (3) * Verification and Accuracy (4) |

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| **Task Competencies** |
| * Planning and Organizing (3) * Knowledge of principles, policies and practices related to the management of human resources, finance, procurement and government information in the Federal Public Service (4) * Knowledge of the mandate, objectives and policies of the Canada Student Loans Program (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| |  | | --- | | **Competency Profile**  **(PM-02) Program officer - Outreach - Canada Student Loans Program** |  |  |  | | --- | --- | | **Core Competencies** | **Group Competencies  (Advisory Services)** | | * Communication (4) * Thinking Skills (4) * Using Technology (3) * Changing and Learning (3) * Client Focus (3) * Initiative (3) * Positive Attitude (3) * Working with Others (3) * Knowing our business (3) | * Applying Principles and Procedures (3) * Consulting (3) * Diagnostic Information Gathering (4) * Planning and Organizing (3) * Presentation Skills (3) |  |  | | --- | | **Task Competencies** | | * Knowledge of project management principles, practices and tools (3) * Knowledge of publishing practices and technology (3) * Knowledge of the government of Canada's communications policies and practices (3) * Knowledge of the mandate, objectives and policies of the Canada Student Loans Program (3) |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery | |

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| **Competency Profile**  **(PM-02) Program Officer - Client Services - Canada Student Loans Program** |

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| **Core Competencies** | **Group Competencies  (Advisory Services)** |
| * Communication (3) * Thinking Skills (4) * Using Technology (3) * Changing and Learning (3) * Client Focus (3) * Initiative (4) * Positive Attitude (3) * Working with Others (3) * Knowing our business (3) | * Applying Principles and Procedures (3) * Diagnostic Information Gathering (4) * Planning and Organizing (3) * Influence (3) |

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| **Task Competencies** |
| * Knowledge of project management principles, practices and tools (3) * Knowledge of the mandate, objectives and policies of the Canada Student Loans Program (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(PM-02) Service Delivery Representative II - Client Services - Canada Student Loans program** |

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| **Core Competencies** | **Group Competencies  (Enhanced Service Delivery)** |
| * Communication (3) * Thinking Skills (4) * Using Technology (3) * Changing and Learning (3) * Client Focus (4) * Initiative (3) * Positive Attitude (3) * Working with Others (3) * Knowing our business (3) | * Applying Principles and Procedures (4) * Diagnostic Information Gathering (3) * Verification and Accuracy (4) * Interpersonal Awareness (3) |

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| **Task Competencies** |
| * Knowledge of the mandate, objectives and policies of the Canada Student Loans Program (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(PM-02) Program Generalist - Labour Branch** |

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| **Core Competencies** | **Group Competencies  (Enhanced Service Delivery)** |
| * Communication (4) * Thinking Skills (4) * Using Technology (3) * Changing and Learning (3) * Client Focus (4) * Initiative (3) * Positive Attitude (3) * Working with Others (3) * Knowing our business (3) | * Applying Principles and Procedures (4) * Diagnostic Information Gathering (4) * Interviewing (3) * Verification and Accuracy (4) * Decisiveness (3) * Interpersonal Awareness (3) |

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| **Task Competencies** |
| * Presentation Skills (3) * Knowledge of basic business and accounting practices and tools (2) * Knowledge of legislation, policies and procedures related to labour standards, employment equity, pay equity, occupational health and safety and fire procedures (2) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(PM-03) Program Officer/Advisor - Labour Branch** |

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| **Core Competencies** | **Group Competencies  (Advisory Services)** |
| * Communication (4) * Thinking Skills (4) * Using Technology (3) * Changing and Learning (3) * Client Focus (3) * Initiative (4) * Positive Attitude (3) * Working with Others (3) * Knowing our business (3) | * Applying Principles and Procedures (4) * Consulting (3) * Diagnostic Information Gathering (4) * Evaluating and Improving Services (3) * Planning and Organizing (3) * Presentation Skills (3) * Relationship Building (3) * Influence (3) |

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| **Task Competencies** |
| * Interviewing (3) * Knowledge of basic business and accounting practices and tools (3) * Knowledge of investigative and auditing techniques related to compliance and/or prosecution under the Labour Program's Labour Standards and Occupational Health and Safety Programs (3) * Knowledge of legislation, policies and procedures related to labour standards, employment equity, pay equity, occupational health and safety and fire procedures (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(PM-03) Program Officer - Client Services - Canada Student Loans Program** |

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| **Core Competencies** | **Group Competencies  (Advisory Services)** |
| * Communication (3) * Thinking Skills (4) * Using Technology (3) * Changing and Learning (3) * Client Focus (4) * Initiative (4) * Positive Attitude (3) * Working with Others (3) * Knowing our business (3) | * Applying Principles and Procedures (3) * Diagnostic Information Gathering (4) * Planning and Organizing (3) * Presentation Skills (3) * Influence (3) |

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| **Task Competencies** |
| * Coaching (3) * Knowledge of project management principles, practices and tools (3) * Knowledge of the mandate, objectives and policies of the Canada Student Loans Program (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(PM-03) Team Leader - Client Services - Canada Student Loans Program** |

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| **Core Competencies** | **Group Competencies  (Management)** |
| * Communication (4) * Thinking Skills (3) * Using Technology (3) * Changing and Learning (3) * Client Focus (4) * Initiative (3) * Positive Attitude (3) * Working with Others (4) * Knowing our business (4) | * Engagement (3) * Management Excellence (3) * Values and Ethics (3) |

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| **Task Competencies** |
| * Applying Principles and Procedures (4) * Evaluating and Improving Services (3) * Facilitation Skills (3) * Relationship Building (3) * Interpersonal Awareness (4) * Knowledge of principles, policies and practices related to the management of human resources, finance, procurement and government information in the Federal Public Service (3) * Knowledge of the mandate, objectives and policies of the Canada Student Loans Program (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(PM-04) Senior Program Officer/Advisor - Labour Branch** |

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| **Core Competencies** | **Group Competencies  (Advisory Services)** |
| * Communication (4) * Thinking Skills (4) * Using Technology (3) * Changing and Learning (3) * Client Focus (3) * Initiative (4) * Positive Attitude (3) * Working with Others (4) * Knowing our business (3) | * Applying Principles and Procedures (4) * Consulting (4) * Diagnostic Information Gathering (4) * Evaluating and Improving Services (4) * Planning and Organizing (4) * Presentation Skills (3) * Relationship Building (3) * Influence (3) |

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| **Task Competencies** |
| * Engagement (3) * Negotiating Skills (3) * Knowledge of basic business and accounting practices and tools (3) * Knowledge of investigative and auditing techniques related to compliance and/or prosecution under the Labour Program's Labour Standards and Occupational Health and Safety Programs (4) * Knowledge of legislation, policies and procedures related to labour standards, employment equity, pay equity, occupational health and safety and fire procedures (4) * Knowledge of principles, policies and practices related to the management of human resources, finance, procurement and government information in the Federal Public Service (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(PM-04) Service Delivery Disability Specialist - Client Services - Canadian Student Loans Program** |

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| **Core Competencies** | **Group Competencies  (Enhanced Service Delivery)** |
| * Communication (4) * Thinking Skills (4) * Using Technology (3) * Changing and Learning (3) * Client Focus (4) * Initiative (3) * Positive Attitude (3) * Working with Others (3) * Knowing our business (3) | * Applying Principles and Procedures (4) * Diagnostic Information Gathering (4) * Interviewing (3) * Verification and Accuracy (3) * Decisiveness (4) * Interpersonal Awareness (3) |

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| **Task Competencies** |
| * Influence (3) * Knowledge of etiology, health and disease processes, treatment modalities and their side effects, and medical prognosis (3) * Knowledge of the mandate, objectives and policies of the Canada Student Loans Program (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(PM-05) Program advisor -Outreach - Canada Student Loans Program** |

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| **Core Competencies** | **Group Competencies  (Management)** |
| * Communication (4) * Thinking Skills (4) * Using Technology (3) * Changing and Learning (3) * Client Focus (4) * Initiative (3) * Positive Attitude (3) * Working with Others (3) * Knowing our business (3) | * Engagement (3) * Management Excellence (3) * Values and Ethics (3) |

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| **Task Competencies** |
| * Strategic & Analytical Thinking (3) * Interpersonal Awareness (3) * Knowledge of project management principles, practices and tools (4) * Knowledge of the government of Canada's communications policies and practices (3) * Knowledge of the mandate, objectives and policies of the Canada Student Loans Program (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |

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| **Competency Profile**  **(TI-05) Labour Affairs Officer (2NA00323)** |

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| **Core Competencies** | **Group Competencies  (Enhanced Service Delivery)** |
| * Communication (4) * Thinking Skills (4) * Using Technology (3) * Changing and Learning (3) * Client Focus (3) * Initiative (4) * Positive Attitude (3) * Working with Others (3) * Knowing our business (3) | * Applying Principles and Procedures (4) * Diagnostic Information Gathering (4) * Interviewing (3) * Relationship Building (4) * Verification and Accuracy (3) * Decisiveness (3) * Interpersonal Awareness (3) |

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| **Task Competencies** |
| * Consulting (3) * Negotiating Skills (3) * Presentation Skills (3) * Written communication (3) * Influence (4) * Knowledge of investigative and auditing techniques related to compliance and/or prosecution under the Labour Program's Labour Standards and Occupational Health and Safety Programs (3) * Knowledge of legislation, policies and procedures related to labour standards, employment equity, pay equity, occupational health and safety and fire procedures (3) |

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| CBM Scale | **(1)** Introductory | **(2)** Basic | **(3)** Proficient | **(4)** Very Proficient | **(5)** Mastery |