**List of All Competency Profiles**

This list contains Competency Profiles classified by group and level.

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| --- | --- |
| **Group & Level** | **Job Title** |
|  |  |  |
| AS | Click [here](http://servicecanada.prv/eng/initiatives/sm/smsm/cpcg/index.shtml) for Competency Profiles at Service CanadaClick [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 CanadaClick [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)** |

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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 (3)
* Knowing our business (3)
 | * Client Service Excellence (3)
* Engagement (3)
* Management Excellence (3)
* Strategic Thinking (3)
* Values and Ethics (3)
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| **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)
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| 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** |

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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 (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)
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| **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)
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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 - 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 |