

Career Focus Program

Work Experience Classification using the

ICTC Competency Profiles Framework

The ICT Competency Profiles framework has evolved from the original Occupational Skills Profile Model (OSPM) and is more comprehensive than ever. It now focuses on the essential competency-based outcomes of knowledge, skills and abilities. This innovative tool offers human resource information on standardized job classifications within the ICT industry. It provides a valuable baseline description of key activities and tasks performed within 36 ICT work streams, and also offers a foundation to define the new and evolving ICT clusters, competencies, activities and work streams of the future.

For employers, it helps to recruit and retain ICT workers with the right skills to perform the job.

For educators, it allows to understand the competencies and skills most in demand by employers and helps develop a training program to help your graduates succeed.

For ICT professionals or students, it provides a common language and understanding of ICT occupations, present beneficial learning tools, and offer valuable information on conducting career planning activities.

Section A

For the purposes of the Career Focus Program, companies are asked to check under which of the following ICT Competency Profiles framework streams the participant is classified (select all that apply):

Cluster: Software Products

Streams: Analysis Design
 Analysis Programming
 Application Software Implementation
 Business Analysis and Service Level Management
 Programming
 Software Design and Delivery (Engineering)
 Technical ICT Architecture
 Web Design
 Web Development

Cluster: Infrastructure

Streams: Data Administration
 Database Administration
 Capacity and Performance
 Help Desk
 Network Planning and Support
 Operations

Problem Management
Security
Systems Programming
User Technical Support

Cluster: Management

Streams: ICT Management
Intellectual Property Management
Production Management
Project Management
Supply Chain Management
ICT Consultancy

Cluster: Hardware Products

Streams: Design Engineering
Hardware Scientist
Manufacturing Engineering
Product Line Management
Technical Marketing

Cluster: Testing/Quality Control

Streams: Audit
Validation
Quality Assurance
Quality Professional

Cluster: Documentation and Training

Streams: Education/Training Management
Technical Writing

SECTION B

The ICT Competency Profiles framework also incorporates four proficiency levels. Please select the proficiency level that matches the requirements for the work experience most closely.

- entry level employee – performs tasks under supervision to support more senior informatics staff.
- full working employee – performs tasks without supervision and may supervise staff on an ongoing basis.
- intermediate employee – co-ordinates work for medium size projects and may supervise staff on an on-going basis.
- senior employee – plans, conducts and supervises complex informatics assignments designs and applies new models and procedures, and may supervise staff.

SECTION C

A third element identified within the ICT Competency Profiles framework are competencies. Competencies are defined as observable abilities, skills, knowledge, motivations or traits defined in terms of the behaviours needed for successful job performance. They are what is needed to get the job done.

The ICT Competency Profile groups competencies into two areas:

- Business/Interpersonal
- Technical

The ICT Competency Profiles framework is a multi-purpose tool that will provide a resource for employers, educators, government and ICT professionals to help Canada's ICT sector gain strength for a prosperous future.

This framework can be used in a variety of ways based on the specific goals of different users.

Employer

The competency-based framework provides human resources management information and tools that help facilitate a common understanding of requirements and expectations that are extremely valuable in recruiting and staffing actions and performance management. The competency-based approach also supports the concept of having the right person, in the right place, at the right time.

As an employer, you might want to utilize this material to:

- create work descriptions and job competency profiles;
- utilize the framework material for a selection guide to develop assessment criteria, tests, interview questions and rating guides based on competence;
- establish performance contracts that outline work outcomes, performance indicators, training needs and development actions based on consistent and agreed upon activities, tasks, performance levels and competencies; and
- analyze labour market information to identify projected shortages, job vacancy trends, college/university graduation projections and to conduct a 5/10 year ICT industry analysis.

Educator

A competency-based framework provides common and consistent information that is useful for developing curricula that are timely and more closely aligned with industry requirements and expectations.

More specifically, as an educator you can utilize the framework information to:

- review and design curriculum and programs and identify industry linkages;
- design and update course descriptions, learning outcomes, employability outcomes, course objectives, required competencies, performance indicators, teaching modalities and identify textbook needs; and

- offer career counseling on areas such as industry orientation, labour market trends, job vacancy trends, projected shortages, certification, job competency requirements and relevant courses.

Individual

The benefits of utilizing a competency-based framework are that the competency profiles provide a common language and understanding for ICT professionals when talking with their manager about staffing actions, learning and development plans and performance agreements and appraisals. Students can also benefit from this common language and understanding when speaking with their educators or career counsellors about future career paths and learning opportunities.

As an ICT professional or student, you might want to:

- refer to personal competency profiles to identify technical and business knowledge requirements;
- conduct career planning activities to identify potential work streams, potential job matches, competency gaps and learning needs; and
- link education choices to learning outcomes and to college/university programs.

For more information see the ICT Competency Profiles framework on the ICTC web site, www.ictc-ctic.ca or email competencyprofiles@ictc-ctic.ca.