

Compensation FOCUS

for the compensation community



Winter 2002

No. 47

Insurance Training Program Redesign

Like other facets of compensation administration, insurance training is about to undergo a major revision. The existing training program is being updated to meet the changing needs of trainees for greater flexibility in training methods and schedules, broader access to learning tools, and increased efficiency.

Redesign of the program is based on a collaborative, consultative approach, involving training program designers, training officers

and supervisors, client department representatives and other members of the compensation community.

The new training program will incorporate a blend of self-paced online and classroom based learning.

Regional Training Officers are currently reviewing the content of all Insurance Modules for accuracy and completeness in preparation for adapting the program for the web based training.

The online Insurance Modules will link to the Insurance Administration Manual (IAM) and the IAM is being updated accordingly.

Activity Time Frames:

- **Mid-February** — a usability testing was conducted with a prototype of the online Public Service Health Care Plan (PSHCP) employer-paid module.
- **April 2002** — an online PSHCP employer-paid Module and Disability Insurance Module including online and classroom components will be piloted.
- **First quarter 2002-2003** — The online version of the six other modules — Public Service Health Care Plan (PSHCP), Public Service Management Insurance Plan (PSMIP), Dental Care Plan (DCP), Pensioner Dental Service Plan (PDSP), PSHCP Comprehensive Coverage, PSMIP employer-paid coverage will then be produced using the results from the pilot and the classroom components for PSMIP, PSHCP, and DCP will be developed.

The goal is to complete as much as possible of the Insurance Training redesign and development by June 30, 2002. Compensation advisors will be invited to participate in all stages of the pilot testing for the new insurance training program. Stay tuned for more updates!

Orientation Course — Online

The first release of the "Online Orientation Course" has proven to be very successful.

Course coordinators have received positive feedback on both the content and the design of the training, along with many helpful recommendations and suggestions for improvement.

Quotes from trainees...

"I thought the information and material was easy to follow and very informative."

"I preferred this type of learning to classroom or paper-based instruction."

"I have used all the manuals at some time in the past, but I have not had to use the IAM or SAM in detail, so it was helpful to have to look up specifics."

"You can work on your own and take your time and go back if you need to."

"I found it to be a good review of the duties I perform daily and a challenge for the things that I have yet to learn."

"It is interactive, and it has lots of animation!"

A few technical glitches were identified...

"Some of the buttons for answers did not work and therefore there was not feedback provided on all of the questions to reinforce the learning process."

"Navigating between two windows — very difficult."

"About the evaluation at the end of each module, sometimes the number of correct and incorrect answers did not add up to the total number of questions."

The majority of recommendations for improvement dealt with technical issues that will be corrected with further programming changes.

One other suggestion included breaking the course into modules to accommodate the widely ranging levels of knowledge and experience possessed by trainees who complete the program.

Based on the feedback from trainees, future releases of the online orientation course are sure to be an improvement on an already useful learning tool.



Public Works and
Government Services
Canada

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Canada

Canada

Compensation Modernization Highlights

PWGSC's Compensation Modernization Initiative is proceeding full speed ahead, with activities aimed at renewing pay, pension and insurance services. The long-term goal is to provide greater variety and flexibility in service delivery, prepare for future developments in technology and compensation administration, and ultimately, improve service to clients.

Current modernization activities are focused on establishing a strategic direction and business model for the future of compensation services.

One of the most helpful activities so far has been a series of visits to other large organizations to explore and assess best practices already established by public and private sector leaders.

To date, the survey of best practices has included:

- Pension related visits to the Ontario Teachers' Federation in Toronto, UNIFI in New Jersey, New Jersey and California Public Employees' Retirement System (CalPERS), the State of

California's pension administration in San Francisco, California.

- Pay related visits to IBM and Bell Canada in Toronto.
- Insurance related visits are in the preliminary stages of development. However, a presentation from SunLife has been provided and visits to other leading insurance providers are also planned.

The Compensation Modernization Initiative is also being advanced through a combination of focus groups and independent client surveys, which are currently being carried out by CGI Information Systems and Management Consultants Inc. The survey is intended to gather department views on current services and strategic directions for Human Resources and compensation services. Survey findings are expected to be available by April 2002.

Individual requests, comments and suggestions from employees will also continue to be a major source of valuable input into efforts to

modernize and improve pay, pension and insurance administration systems.

Updated information will be posted on the new web site, presently in development and will be published in future issues of the FOCUS.



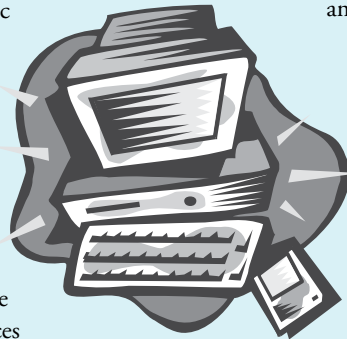
Service quality survey

Compensation Sector at Public Works and Government Services Canada will be asking its clients to evaluate the delivery of the Public Service pay, pension, and insurance products against the Public Service Level Standards.

A Service Level Survey will be published on the Compensation web site in May 2002. The survey can be printed, then completed and returned by mail or completed online and submitted electronically. All levels of personnel in the compensation community are invited to respond.

A Portal to Human Resources Information

Treasury Board has long been committed to meeting the HR information needs of government employees. They, in partnership with organizations and individuals across the federal public service, are working to develop a new HR web site for all federal employees, managers and HR Specialists. The objective of the site is to provide a web-based portal that will consolidate and coordinate delivery of human resources information, processes, services and eventually transactions through a single user friendly window.



Focus groups were held in May and June of 2001 with a cross section of federal public servants to gain input on structure and priorities for the new web site. Additional focus groups are currently being conducted in the NCR and the regions to gain more feedback on the best means of presenting HR information for HR Specialist purposes specifically

Immediate plans call for the consolidation of existing information and tools within a logical and user friendly structure on the Web. In addition, content will be reviewed before becoming accessible through the new site to ensure that it is both effective and authoritative.

If you have any shortcuts, tips or tricks you would like to share with other readers, contact our editor, Diane Gauthier, at (819) 956-6374, or diane.gauthier@pwgsc.gc.ca, or send them to Compensation FOCUS, 10A1 Place du Portage, Phase III, Hull, Quebec, K1A 0S5 fax: (819) 956-6484

Compensation FOCUS

is published to provide timely work-related news to employees involved in compensation services at Public Works and Government Services Canada and its client departments.

We welcome letters, opinions and story ideas.

Send your contributions to

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Compensation Sector URLs: What's New On The Web!

In keeping with PWGSC's continuing emphasis on meeting the needs of its clients, significant changes have been made to the Compensation web site.

As of February 4th, all Publiservice Compensation Sector web pages have been available only on the Internet (<http://www.pwgsc.gc.ca/compensation>). All GENet subscribers and Publiservice users are encouraged to re-save their bookmarks.

Time Saving Transactions... **FORMS!**

The following five (5) forms can now be completed online:

- 2719 Compensation Client Address
- 2196 Naming or Substitution of a Beneficiary
- 2265 Pension Information Release
- 2040 Statutory Declaration – Public Service Superannuation Act
- 535 Undertaking and Indemnity

Detailed data entry instructions are available online.

Hard copies of forms completed online still need to be printed, signed and submitted manually.

All remaining 121 forms will be modified for use online over the next year.

The Forms web site can be found at: <http://www.pwgsc.gc.ca/compensation/main/forms/forms-e.html>

Detailed instructions on how to fill out the new fillable forms are available at: <http://www.pwgsc.gc.ca/compensation/main/forms/forms-howto-e.html>

Time Saving News... **PASSWORD!**

— NO LONGER REQUIRED —

Now available! Password-Free access to each and every area of the Compensation Sector web site.

Time Saving News... **NEW TOOLS!**

Find various types and collections of tips, tools and calculators, etc. on the Compensation Sector web site.

The "Tools" web page can be found at: <http://www.pwgsc.gc.ca/compensation/tools/tools-e.html>

Time Saving News... **IMPROVED SEARCH!**

How does one reduce the number of documents returned for any search request and make those results more relevant and useful? By choosing "only one" of the fifteen types of publications currently available on the Compensation Sector web site! When a publication type is unknown? Return to searching the whole site.

The new and improved Search page is at: <http://www.pwgsc.gc.ca/compensation/main/search-e.html>

The new LINKS page is available at: <http://www.pwgsc.gc.ca/compensation/text/links-e.html>

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PWGSC is hosting the National Compensation Advisory Training Program Trainer/Coach Manual on behalf of the Human Resources Community Secretariat. It is available at: <http://www.pwgsc.gc.ca/compensation/ctcm/ctcm-toc-e.html>

Please address all comments and suggestions about this manual to Donita Alexander, Health Canada at Donita.Alexander@hc-sc.gc.ca.



News from the ACM

This regular column in Compensation FOCUS is provided by the national Association of Compensation Managers to share its views on current compensation issues.

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