Quality Assurance Representative

Occupational Development Program
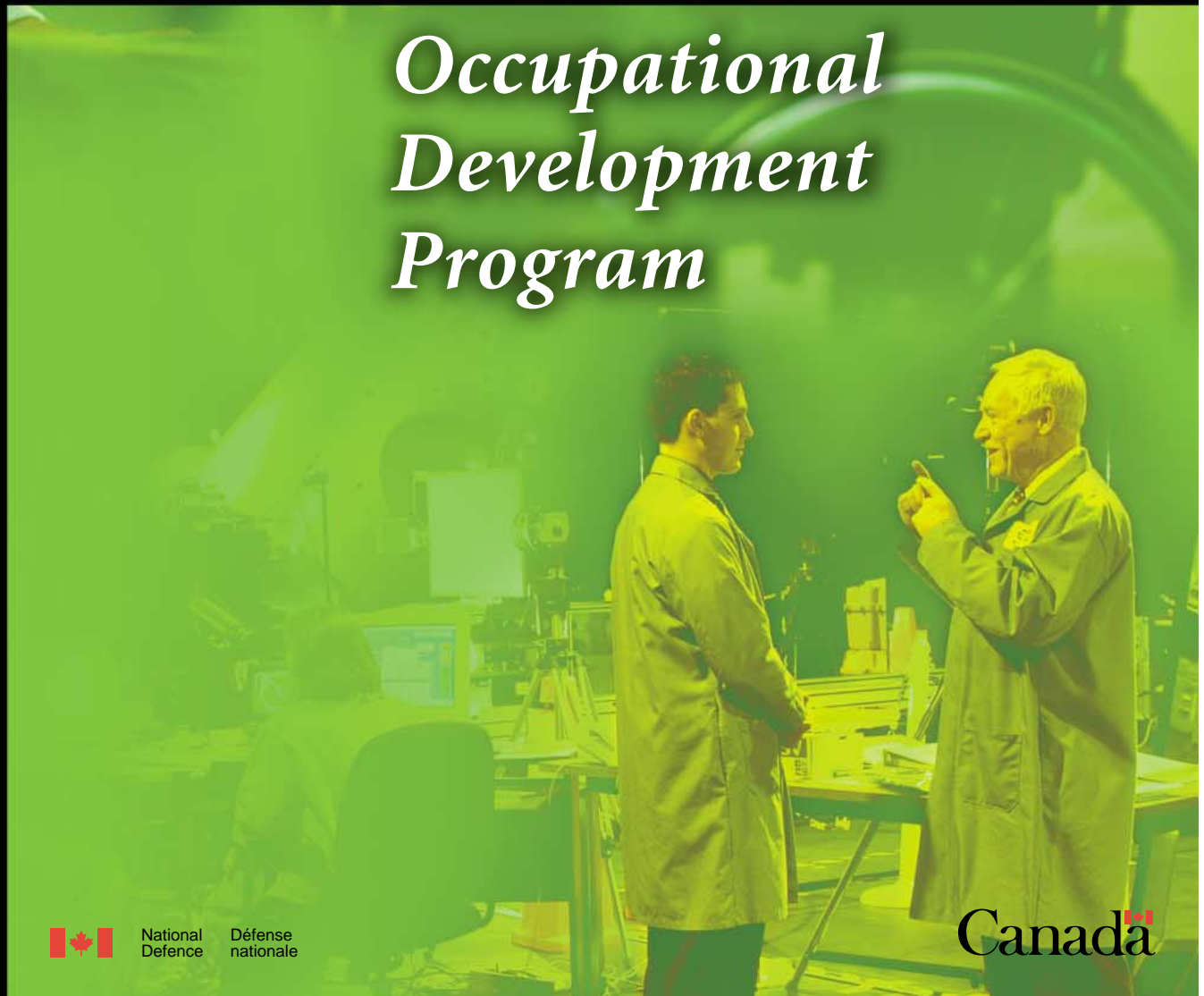
Director General Equipment
Program Services: April 2001

Program Overview

In order to respond to some of the challenges facing the Directorate of Quality Assurance (DQA) in the Department of National Defence (DND) with respect to organisational sustainment, a Quality Assurance Representative (QAR) Occupational Development Program for college graduates was created. This program is a strategic initiative aimed at recruiting and developing graduates from a community college or CEGEP into QA professionals to meet the needs of tomorrow.

The QAR occupational development program is an on-going initiative starting in May 2001. It is designed to provide the participants with an opportunity to acquire and develop the competencies essential to strategically meet the current and future Directorate needs.

The program is offered to graduates from a recognised college whom have studied in the fields of: aeronautic, electronic, industrial, mechanical and marine engineering and who possess the qualities to become a Quality Assurance Representative. It is composed of in-class and on the job training, mentoring and coaching.

During the program, the participants will be placed on rotating assignments in the workcentres of their assigned region, will receive a variety of courses and will visit DQA Headquarters located in Hull, Quebec. Participants will also be exposed to DQA stakeholders and customers located in Ottawa. They will acquire hands-on experience in the different services offered by DQA namely: Government Quality Assurance, Customer Support Service, and QA Consultation in the quality management system. They will also be required to actively participate in projects taking place in their region.

Upon successful completion of this program, participants are expected to be fully functional as Quality Assurance Representatives.

Program Objectives

The program is aimed at providing the participant with:

- Acquisition of the body of knowledge of the quality management and quality assurance principles and practices;

- Development of the job-related and behavioural competencies;

- Knowledge and understanding of DQA's mandate, its strategic direction, business plan, objectives, mission, vision and values;

- Exposure to all the activities of a quality assurance representative in a variety of conditions and constraints; and

- Exposure to the various customers and stakeholders where each of the services are offered by DQA.

During the two and a half year training period, the participants will have the opportunity to develop a serie of competencies both at work and through educational components.

The development model has been designed using the competencies of quality assurance representatives' professionals as outlined in the DQA Quality Management System and Business Plan. These competencies describe a trained and motivated QAR who will provide effective services to our clients and achieve the DQA mission and quality objectives in support of the departmental material acquisition and support processes.

The development Model is divided in three phases:

Phase 1: Organisational

Orienting and familiarising the candidates with DQA's, program and services delivery, clients, stakeholders and other organisations within DND and also aligning the competencies of the candidates of the Quality Assurance Representative Development Program with the DQA Mission, vision and service description.
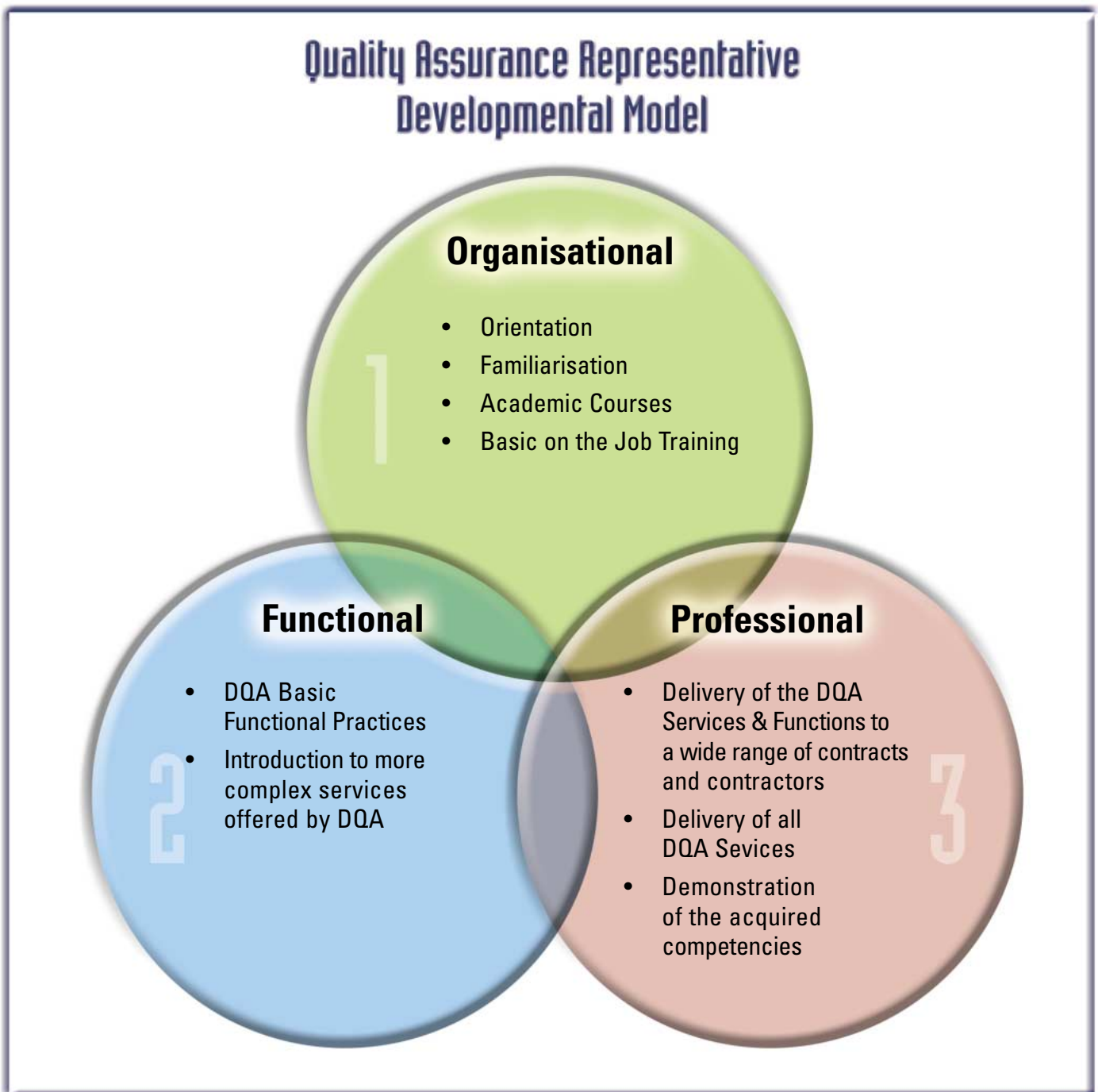
Phase 2: Functional

Developing candidate's ability to deliver the different quality services offered by DQA. The participant will practice the competencie acquired in phase 1, will be exposed to more complex services offered by DQA and will demonstrate acquisition of the competencies with a limited range of customers, contracts and contractors in a working environment.

Phase 3: Professional

Understanding the whole range of the customer's needs and expectations for program and service delivery, and be able to perform efficient Quality and Management System leadership to ensure customer satisfaction. The participant will deliver the basic functions of a QAR for a variety of the different services offered by DQA and will practice under minimum supervision the acquired competencies with a wide range of customers and various types of contracts and contractors.

Quality Assurance Representative Developmental Model

Organisational

1

- Orientation
- Familiarisation
- Academic Courses
- Basic on the Job Training

Functional

2

- DQA Basic Functional Practices
- Introduction to more complex services offered by DQA

Professional

3

- Delivery of the DQA Services & Functions to a wide range of contracts and contractors
- Delivery of all DQA Sevices
- Demonstration of the acquired competencies

Program Progress

On selection, the candidate starts at the Technical Inspector Recruit Level (TIRL), as described in the TI collective agreement. After successful completion of phase 1, the candidate will be promoted to the Group and level Technical Inspector 03, and then to the TI-04 level. After successful completion of the program the candidate is appointed into an indeterminate position at the TI-05 level.

Phase 1	Phase 2	Phase 3	Graduation
TIRL	TI-03	TI-04	TI-05
6 months	1 year	1 year	

Quality Assurance Representative (Recruitment-TIRL)

Education

Graduation from a recognized college in mechanical engineering, civil engineering, electrical engineering, aeronautical engineering, electronic engineering, industrial engineering, naval architecture or some other engineering speciality relevant to the duties of the position.

Language Requirements

Various linguistic profiles.

Competencies

Assessment of the following competencies[1]:

- Teamwork
- Analysing Problems
- Communication
- Self-confidence
- Flexibility
- Initiative
- Judgement
- Client Service

Conditions of Employment

- Ability to attain and maintain an Enhanced Reliability security clearance.
- Possession of a valid driver's licence or commitment to acquire within the first six months of employment.
- Willingness to travel outside the area of work.

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1. The definitions of the competencies are available upon request.

To Find Out More

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About DQA: see our brochure.

The Department of National Defence:
Visit the National Defence's Web site at:
www.dnd.ca

How to apply for the program:
Contact the Public Services Commission at:
www.jobs.gc.ca-emplois.gc.ca