

Office of the Information Commissioner of Canada

Investigator Training

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Introduction

In the recent past, the Office of the Information Commissioner of Canada has experienced significant difficulty in recruiting qualified persons to occupy Investigator positions at the PM-03, 04 and 05 levels. In reviewing present staffing trends both within and outside the Public Service, it has become apparent that as a result of the demographic situation in Canada, the staffing of these positions requires a different approach.

It has become apparent that the Office has to create an Investigator Training Program for individuals who have the potential to progress to middle and senior level Investigator positions. The program should feature individual coaching, a career map and a training and development path for each individual, with milestones and regular checkpoints.

Interventions would be included in the Program to respond to the emerging and/or unexpected needs of the Office and/or the participants. Developmental assignments and tutoring programs could be used to round out the development of these employees. One of the key elements of the Program will be the successful completion of the Access to Information and Privacy Course of the University of Alberta before progression to the PM-05 level.

The program will also comprise an evaluation framework to assess its relevance as well as the progress of the participants. Ongoing and regular assessment of the program, by both the participants and managers will be essential.

The Investigator Training Program is an occupational training program as defined under *Public Service Employment Act* which will permit the promotion of the "participants" on the basis of individual merit.

Program Objectives

The Program has the following objectives:

The purpose of the Investigator Training Program is to allow an Investigator to progress from one level to the next in the Investigator stream, theoretically moving from PM-02 to PM-05, without the necessity of having to take part in competitions.

Who Is Targeted by the Program?

This program has been developed to provide a training and development framework for Investigators who aspire to and have the potential to become middle and senior level Investigators.

The Program's primary objective is to train and develop Investigators at the PM-02, PM-03 and PM-04 levels to progress to the PM-05 working level.

However, it will also be used to train those Investigators who are hired by the OIC at the PM-05 level to reach the knowledge and competence expectations of that level.

As well, all Investigators currently employed by the OIC are encouraged to participate in the program if they wish. Like all other participants, they will have to undertake and complete all the requirements of the Program in respect to assignments, training and the meeting of the standards of competence.

Admission Requirements

Participants must possess:

- graduation with a degree from a recognized university in a field relevant to the position or an acceptable combination of education, training and experience;
- experience in interpreting, and dealing with complaints and in providing advice;
- basic knowledge of the Access to Information and Privacy Acts and related Treasury Board guidelines;
- effective interpersonal relationships; Team player; Judgment; Thoroughness; Reliability; and Flexibility; and
- reliability and Security - Secret.

Initially, applicants to the Program will be interviewed by the Program Coordinator and at that time an individual training plan will be set up based on the current knowledge and abilities of the applicant and his/her expectations.

Program Requirements

In order to progress from one level to the next, the investigator will be required to demonstrate that he or she has acquired the knowledge necessary to function at the next higher level, possesses the skills and abilities necessary to perform the duties of the next higher level and successfully complete the activities required to function at the next higher level.

More specifically, the investigator will be required to demonstrate that he/she is performing their tasks (or job) related to their present level with minimum supervision in a satisfactory manner before being considered for the next level. At that stage, the investigator will be tested to validate the acquired knowledge and abilities necessary to function at the next higher level. Gradually, new complaints normally assigned to the next level, will be assigned to the investigator who will then be evaluated at that level for the next step of the Program.

Knowledge will be demonstrated by successfully passing open-book exams on the required topics as well as by successfully completing assigned tasks. Knowledge will be acquired by self-study, classroom sessions and working on assignments and files.

It will take approximately 12 to 18 months to progress from one level to the next following this plan. While a lot of time will be spent on knowledge acquisition, the majority of that time will be spent acquiring the skills and experience necessary to effectively function at the participant's current level and become prepared to take on the functions of the next level.

Unsuccessful Completion of the Program

Participants who are unsuccessful in completing the Program or who wish to withdraw from the Program will be deployed at their substantive level within the OIC.

General Assessment and Promotion Guidelines

Participants' progression through the Program will be based on two factors: the completion of the activities (assignments, training courses, etc.) as spelled out in each participant's individual learning plan; and, the meeting of the required competencies for the level.

The determination in this respect will be the responsibility of a Program Assessment Committee that will be composed of the participant's supervisor, the Program Coordinator and the Director of Operations. The Committee will determine the progression to the different assignments and the promotion of participants.

Once a year, a performance review report against the Program competencies will be completed for each participant, covering the previous year's assignment(s). This review will be incorporated in the assessment process leading to the recommendation to promote the participant to the next level.

Roles and Responsibilities

Participants will be responsible for:

- committing themselves to remain with the program until its completion;
- assessing their own needs in relation to their development and progression through the Program by discussing with their supervisor and the Program Coordinator and contributing to the development or revision of their individual learning plan;
- establishing with their supervisor an agreement as to how that plan will be implemented.
- continuously learning on-the-job and through work assignments; and
- providing feedback to the respective parties (Supervisor, Program Coordinator) as required, ensuring successful implementation and completion of Program objectives.

Supervisors (PM-0-6's) will be responsible for:

- ensuring an environment that is conducive to learning and allocating time to gain and apply new knowledge and competencies;
- providing direction and support so participants can fully benefit from their professional experience; and
- evaluating and validating learning results to measure impact on job performance.

The Program Coordinator will be responsible for:

- coordinating and participating in the Program intake selection process;
- discussing learning needs with the participant and establishing/reviewing the individual learning plan;

- overseeing the participants' development to ensure that individual learning plans are established at the start of the Program and reviewed regularly and that assignment opportunities and training activities are well planned and coordinated;
- overseeing the regular progress of the participants, providing necessary assistance and advice to ensure that they get the maximum knowledge and practical experience;
- participating in the evaluation of participants against the Competencies for the purpose of promotion; and
- reporting to SMC on the implementation of the Investigator Training Program.

The Senior Management Committee will:

- oversee the implementation and application of the Program;
- manage funds allocated to the Program; and
- decide and approve any changes to the Program.

Recommended by:

Approved by:

 J.G.D. (Dan) Dupuis
 Director General, Investigations & Reviews

 Alan Leadbeater
 Deputy Information Commissioner

Date _____

Date _____