



AMP

Accreditation
Competency
Framework

SUBMISSION REQUIREMENTS

A: MUNICIPAL OPERATIONS

Operations relating to local government administration.

A.1 Awareness and application of Legislation

- Knowledge of the legal framework within which a municipality must operate including statutes, administrative regulations and legislation.

Behavioural Indicator	Required Output
A.1.1 Maintain working knowledge of current legislation, statutes, and administrative regulations.	Provide two examples of legislation used in your job and describe how you maintain working knowledge of this legislation. Support this through written documentation.
A.1.2 Comply with and communicate legislation, policies, practices and procedures.	Provide an example to demonstrate how you comply with and communicate legislation, policies, practices and procedures. Support this through written documentation.

A.2 Application of Policies and Procedures

- The process of identifying issues that are addressed by an established policy or procedure and applying policies and procedures as required.

Behavioural Indicator	Required Output
A.2.1 Use available policies and procedures to guide decisions and activities in daily work.	Provide an example of a policy or procedure you use in your daily work. Explain how you applied the policy or procedure to a specific request. Support this through written documentation.

SUBMISSION REQUIREMENTS

B: COMMUNICATION

Facilitating the flow of ideas, information and understanding between and among individuals and advocating effectively in the community's interest.

B.1 Oral and Written Communication Skills

➤ Effectively express ideas and information through oral and written communication.

Behavioural Indicator	Required Output
B.1.1 Demonstrate acuity to receive and incorporate verbal and non-verbal cues in oral communication.	Using a specific example, explain in detail how you incorporate feedback in oral communication. (i.e. cues, reactions, determine what is important, what is not, etc.).
B.1.2 Convey written information in a clear, confident and succinct manner.	Provide an example to demonstrate how you convey information in a concise, succinct manner to a targeted audience. Support this through written documentation.

B.2 Stakeholder Relations

Behavioural Indicator	Required Output
B.2.1 Use established key messaging/prepared information, when engaging stakeholders.	Provide an example that explains how you use key messaging/prepared information when engaging with stakeholders. Support this through written documentation.
B.2.2 Demonstrate professional interactions with others while being aware of political and organizational issues.	Using an example, describe how you managed a customer complaint about a political issue with reference to how you maintained professionalism. Support this through written documentation.

SUBMISSION REQUIREMENTS

B.3 Social Media and Information Technology

- › Websites and applications that enable users to create and share information, ideas, content, personal messages or to participate in social networking. Information technology (IT) is a general term that covers all types of technology used to create, store, exchange, and use information in various formats.

Behavioural Indicator	Required Output
B.3.1 Use social media and/or information technology tools to enhance and support communication.	Using an example, explain how you use social media and/or information technology tools to enhance and support communication with stakeholders and/or the community. Support this through written documentation.

C: SERVICE DELIVERY

Ensuring that local government services are provided to citizens effectively, efficiently and responsively.

C.1 Delivery of Service

- › The process by which services are delivered to internal and external customers including knowledge of the workings, structure and culture of the municipality and current political, social and economic issues which affect the municipality

Behavioural Indicator	Required Output
C.1.1 Maintain functional knowledge of basic principles of service delivery.	Explain how you remain current on service delivery approaches and techniques in order to ensure that enhanced customer service is always a key objective. Support this through written documentation.
C.1.2 Assess stakeholder needs and recommend available solutions including listen carefully to stakeholders to understand their needs and requirements.	Describe a situation when you recommended available solutions to a stakeholder as a result of your assessment of their needs. Support this through written documentation.
C.1.3 Share information and knowledge across departments. Communicate with and keep relevant parties informed of issues.	Provide an example of sharing knowledge and redirecting queries to other relevant parties/departments to provide solutions when required. Explain why and how you redirected the query. Support this through written documentation.

SUBMISSION REQUIREMENTS

Behavioural Indicator	Required Output
C.1.4 Establish good relationships with relevant stakeholders such as colleagues, elected officials, external organizations.	Describe a time when a good relationship had a positive impact on the resolution of an issue you faced. How, what? Support this through written documentation.
C.1.5 Communicate controversial, sensitive messages to stakeholders with diplomacy and tact.	Provide an example of a situation when you had to communicate controversial, sensitive messages to a stakeholder(s). Explain how you demonstrated diplomacy and tact. Support this through written documentation.

C: SERVICE DELIVERY

Ensuring that local government services are provided to citizens effectively, efficiently and responsively.

C.2 Quality of Results

- Take responsibility for the quality of service provided and make adjustments as required based on feedback received.

Behavioural Indicator	Required Output
C.2.1 Provide input on opportunities for quality improvement.	Provide an example of input you gave on quality improvement or suggestions you made with regard to modifications to policies, programs or services to ensure they remain relevant and responsive to stakeholder needs. Support this through written documentation
C.2.2 Act on feedback received which action improves the quality of service provided and follows up in a timely manner.	Provide an example of action you took as a result of citizen or stakeholder feedback to improve the quality of service. Explain how the action improved the quality of service. Support this through written documentation.
C.2.3 Apply service delivery performance standards and objectives in order to maintain a consistently high level of quality service.	Provide an example of a service delivery performance standard applied in order to maintain quality service. Support this through written documentation.

SUBMISSION REQUIREMENTS

D: GOVERNMENT RELATIONS AND STAKEHOLDER ENGAGEMENT

Demonstrating a commitment to democratic principles by engaging others in the decision-making process; educating others about policy initiatives and acquiring knowledge of the social, economic and political make-up of the community.

D.1 Stakeholder Engagement and Consultation

- Understand methods for active engagement with internal and external stakeholders to help undertake meaningful engagement and consultation to support the organization's activities.

Behavioural Indicator	Required Output
D.1.2 Maintain knowledge of techniques used to acquire stakeholder input on issues.	Provide an example of how you gathered and used stakeholder input on a specific issue, with reference to your role. Support this through written documentation.
D.1.3 Provide information to stakeholders; closing the loop on consultation.	Provide a written example of progress updates you have provided to the public or key stakeholders on a particular issue/initiative with reference to how you closed the loop on consultation.

D.2 Government Relations

- Maintain awareness of the educational process: how government works/interacts; who is responsible for what in the different levels of government.

Behavioural Indicator	Required Output
D.2.1 Maintain awareness of how the different levels of government interact (Federal, Provincial and Municipal) and provide guidance or information.	Provide an example where you provided guidance or information with reference to the different responsibilities or jurisdiction of different levels of government. Support this through written documentation.

SUBMISSION REQUIREMENTS

D.3 Community Liaison

➤ Establish and maintain connections and relationships with key stakeholders.

Behavioural Indicator	Required Output
D.3.1 Maintain communication links with the public and/or key stakeholders.	Explain how you have maintained communication links with the public and/or key stakeholders. Support this through written documentation.
D.3.2 Connect with community organizations or other municipalities and municipal associations professionally.	Using a specific example, reflect on your professional involvement with community organizations, other municipalities and municipal associations. Support this through written documentation.

D.4 Advocacy

➤ Active support for corporate positions and policies or a particular cause.

Behavioural Indicator	Required Output
D.4.1 Explain and support corporate positions and/or a particular cause to external audiences.	Describe an instance where you had to communicate a specific position to an external stakeholder or the public. Support this through written documentation.

E: MANAGING WORK

Plans, structures and prioritizes own work to achieve optimum results. Effectively managing one's time and resources to ensure that work is completed efficiently.

E.1 Professional Development

➤ Commitment to life-long learning including seeking opportunities to expand knowledge and develop new skills and techniques. Keeping abreast of new policy, legislation and best practices related to organizational development and service delivery.

Behavioural Indicator	Required Output
E.1.1 Demonstrated commitment to planned continuous learning and career development.	Demonstrate ongoing and frequent attendance at professionally relevant seminars and courses, regular reading of professionally relevant material, collaboration with supervisor on a professional development plan. Support this through written documentation.

SUBMISSION REQUIREMENTS

E.2 Problem Solving and Decision Making

- The ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions. Gathers different perspectives and generates multiple solutions before making a decision within an environment of mutual respect and co-operation.

Behavioural Indicator	Required Output
E.2.1 Use problem solving techniques and solve basic problems using municipal guidelines. Identify when to solve problems independently and when to consult others for resolution beyond your own authority.	Provide an example of a problem you solved independently and another example of when you consulted others to assist with resolution of a problem. Explain the rationale for consultation or independent decision making for both examples. Support this through written documentation.
E.2.2 Consider long and short term implication of decisions and the political environment.	Using an example of a request for an exception to municipal policies or procedures, explain what considerations you took in making and communicating a decision. Support this through written documentation.
E.2.3 Participate constructively in problem solving discussions.	Provide an example of a problem/situation when team objectives were achieved through finding common grounds. Reference your effective handling of interpersonal disagreements. Support this through written documentation.
E.2.4 Focus on the cause not the symptoms when solving problems and making decisions.	Provide an example of a situation where you analyzed a problem, identified the cause and how you responded to the cause of the problem as a result. Support this through written documentation.

SUBMISSION REQUIREMENTS

E.3 Collaboration

- Develops and maintains effective relationships and networks by establishing common goals. Working effectively with people, organizations, and partners.

Behavioural Indicator	Required Output
E.3.1 Keep relevant parties informed of progress and issues and shares information within the work unit and organization.	Provide a specific example when working with a team where you were required to share information. Explain how you kept the team apprised of the aspects you were responsible for. Support this through written documentation.
E.3.2 Work co-operatively and supports cross functional activities.	Provide an example to demonstrate you worked co-operatively and supported cross-functional activities. Explain how you accomplished this. Support this through written documentation.

E.4 Project and Time Management

Behavioural Indicator	Required Output
E.4.2 Implement project tasks and activities in accordance with work plan and project goals.	Provide an example of a task or activity you worked on that achieved the desired output as outlined in a workplan. Support this through written documentation.
E.4.3 Document and communicate issues and risks associated with own work.	Provide an example to demonstrate a time when you identified, documented and communicated issues and/or risks. Support this through written documentation.
E.4.4 Manage own time including analyzing tasks and breaking them into manageable units.	Provide an example to demonstrate you took a project or task and broke it down into manageable units. Explain how you developed a schedule to complete the project or task. Support this through written documentation.

SUBMISSION REQUIREMENTS

Behavioural Indicator	Required Output
E.4.5 Balance competing interests while accomplishing the work.	Provide an example to demonstrate how you are able to progress with work and prioritize your workload when you have competing interests. Support this through written documentation.
E.4.6 Meet assigned deadlines when working as part of a team/project team.	Using a specific example, describe how you manage your time and meet assigned deadlines when working as part of a project team. Reference a situation in which others did not meet their deadlines which impacted on your ability to meet your deadlines and manage your time. Explain how you dealt with this situation. Support this through written documentation. Do not provide any personal information about others in order to maintain confidentiality.

E.6 Self-Management

Behavioural Indicator	Required Output
E.6.1 Take responsibility and demonstrate resiliency and accountability for your own behaviour. Demonstrate awareness of the implications of selfmanagement in interactions with others.	Provide a written explanation of a scenario to illustrate how you handled yourself (self management) while interacting with others. Explain how you responded and the implications of your response. In your answer reflect on your resiliency and accountability.
E.6.5 Act with honesty, integrity and professional ethics in interactions with others.	Provide an example of a situation which demonstrates acting with honesty, integrity and personal ethics. For example: recognize workplace practices or actions that compromise honesty, integrity and professional ethics – Explain how you questioned or challenged the practice or action and what was the result? Support this through written documentation.