



**Support Staff  
Classification Review  
Committee**

**Le personnel de soutien  
Comité d'examen de la  
classification**



## Q&As - General Questions

### Why is there a new evaluation plan?

In response to a number of concerns expressed by Support Staff, Managers and Arbitrators regarding the current the Classification/Point System, Management and the Union agreed to jointly review the Plan and determined it was dated and did not accurately address the evolving role and work of Support Staff positions.

### How was the new Plan developed?

The Plan was created jointly by a Union and Management committee, the Classification Review Committee (CRC). CRC began its work in 2001 and with the assistance of consultants specializing in job evaluation, reviewed other evaluation methodologies before deciding on a "point rating" plan.

This Plan has been specifically designed for Support Staff positions in the college system.

### Who is covered by the new Plan?

The new Plan will be used to evaluate all full-time Support Staff bargaining unit positions in the college system.

**What steps were taken to ensure a quality evaluation system?**

There were many steps in the development of the new system, such as:

1. Based on agreed criteria, CRC needed to determine whether the existing system could be updated. That study confirmed that even a major overhaul to the existing system would not work.
2. CRC then studied other evaluation methodologies before deciding on a "point rating" plan.
3. Extensive work was then undertaken to customize the system to fit the college system.
4. Testing of the proposed system was conducted at three Colleges (Canadore, Conestoga and Georgian). Based on these results, further adjustments were made to the system.
5. The final test required CRC to take actual PDFs supplied by the Colleges, evaluate them using the new system and assess the results.
6. The actual evaluation "tools" were developed with agreed upon definitions for the evaluation manual.
7. Implementation process, criteria and guidelines were then developed.

**What are the differences between the old and new plans?**

The new Plan has 11 factors designed specifically for the college system. The payband structure is also different, using an alpha grade system A - K. Another feature is the ability of the system to recognize skills that are "occasionally" required in the performance of duties. Other major differences include the ease of use and the agreed upon definitions.

Also, the new Plan does not use classification titles or atypical positions. A payband is assigned based on the evaluation of the PDF.

**Will job descriptions need to be updated or rewritten?**

Yes. The existing section concerning Duties and Responsibilities may not change but the way a position is described for the other sections is different. In many cases, the previous PDF did not capture or consider this new information.

**What will happen to existing classifications?**

The new Plan does not use classification titles. A payband is assigned based on the evaluation of the PDF.

**How will a job be identified?**

The College will assign position titles, as applicable.

**Who is responsible for rewriting the PDF?**

Ultimately, it is Management's function to determine the duties and tasks that need to be performed. Ideally it should be a joint exercise between the supervisor and the incumbent. Supervisors know what needs to be done and have the responsibility to assign work. Incumbents know what they do on a daily basis. Together, they can capture a more complete and accurate picture of the position.

**Will an individual's hourly wage be affected if the job has not changed?**

In most cases, if the position was accurately reflected on the PDF and evaluated there should not be any significant changes to the incumbent's hourly wage.

**What happens if the position is rated at lower wage?**

CRC has agreed that if any individual's hourly wage is negatively affected, that individual will be "grand-parented".

**What does "grand-parenting" mean?**

CRC has defined "grand-parenting" as meaning the position has been evaluated at a lower payband, but the individual in the position will remain at his/her current "higher" hourly wage rate while he/she remains in the position. For Article 15 (Layoff and Recall Process) purposes, the incumbent's rights will begin at his/her grand-parented payband and not the payband of the position.

**Will the incumbent and/or supervisor have input into the evaluation of the PDF?**

This will depend upon the College and the method it establishes to evaluate PDFs. Given the amount of work involved and the time frame it must be completed in, it may not be possible.

**What process is in place if an employee doesn't agree with the evaluation of his/her position?**

The current process outlined in Article 18 of the Collective Agreement will be in place once implementation of the new system is completed.

**When will the new classification system be implemented?**

Training on how to use the system, including how to write PDFs will begin shortly after the ratification of the collective agreement. The effective date will depend upon when current negotiations conclude.

**How will it be implemented?**

CRC will be providing training sessions for representatives of Human Resources and the Local Union on how to use the new system and on how to write a PDF. Using the "train-the-trainer" model, CRC will provide Human Resources the materials they will need to train supervisors and employees on the components of the new system and how to write a PDF.

At the same time, Human Resources will need to put a process in place to evaluate all PDFs.

**Will there be any documentation or information provided about the new system prior to the training session for Human Resources and the Local Unions?**

CRC will be publishing a series of Q&As prior to the training session.